

## **EXTREME MAKEOVER: GOVERNMENT EDITION**

January 26, 2011 • National Academy of Public Administration\* • Washington, D.C.  
A complimentary, invitation-only event, eligible for CPE credit

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Join Ken Miller, author of *We Don't Make Widgets: Overcoming the Myths that Keep Government from Radically Improving* and *The Change Agent's Guide to Radical Improvement*, for a thought-provoking breakfast discussion on innovative ideas you can use to transform your organization and the services it provides.

### **Agenda**

**8:00am-8:45am**

Breakfast and Registration

**8:45am-9:00am**

Opening Remarks and Introduction

*Heather Kerrigan, Executive Director, Center for Radical Improvement*

**9:00am-10:30am**

Keynote

*Ken Miller, Founder, Change & Innovation Agency*

### **What you will learn:**

- How government can perform its vital functions 80% faster at less cost with better quality
- How to get rid of 40% of your agency's workload
- Where the hidden costs of government are
- What the next generation of customers and employees are going to do to your operations
- Why technology isn't the answer

### **To register or learn more:**

Email: [heather@c4ri.org](mailto:heather@c4ri.org)

Call: (703) 842-5470

**Visit our website at: [www.c4ri.org](http://www.c4ri.org)**