

Red Tape Reduction: Best Practices and Supports for Public Sector Organizations

Simplifying processes, eliminating unnecessary steps and leveraging new technologies are good ways to create internal efficiencies and budget savings for your organization. But they also improve interactions with the citizens and businesses you work with who expect simple, efficient interactions with all of government, including public sector organizations (PSO). These are the principles behind red tape reduction and the taxpayer accountability principles (TAP).

The B.C. government is recognized as a world-leader in red tape reduction after making the portfolio a priority for 15 years. Below are some regulatory reform best practices and resources to support your organization's service modernization efforts. The Regulatory Reform Branch is also available to discuss opportunities for support and collaboration.

BEST PRACTICES:

Leverage Lean Approaches and Supports to Streamline Citizen Access to Programs While Reducing Costs	✓ By applying Lean 6 Sigma methodologies since 2011, B.C. has significantly improved and streamlined access to services, resulting in savings of \$27 Million in FY15/16 alone.	The LeanBC Website has information on the Lean program and supports available. LeanBC Office and Lean Leads within your line ministries are available to discuss ways to leverage this training and facilitation expertise to support service modernization efforts.
Consider Feedback Communicated through the Reducing Red Tape for British Columbians	✓ The Reducing Red Tape for British Columbians initiative provides data on service pressures based on feedback from citizens and businesses that can help with service modernization.	The Help Cut Red Tape Report Card lists all ideas from citizens and businesses on how to reduce red tape. The Regulatory Reform Branch or line ministries are available for more detail and to discuss ways to help implement these ideas.
Leverage the Annual Regulatory Reform Report to Showcase Service Improvements	✓ Released in June every year, the Annual Regulatory Reform Report showcases red tape reduction initiatives across the public service. It is a great tool to see what other PSOs are doing and to showcase your organization's enhancement.	The Annual Regulatory Reform Report is available online

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