



Ken Miller

About Ken

Ken Miller is the founder of the Change and Innovation Agency, a firm dedicated to helping its clients radically improve.

Ken was named one of the **country's top change agents by Fast Company Magazine** (by a judging panel that included Tom Peters). He has worked with amazing people in tough environments to tackle the big issues like:

- How can we best organize the resources of a community to fight poverty?
- How can we overcome the barriers that prevent most inner city kids from going to college?
- Where's my tax refund?
- How do we make a child abuse hotline as responsive and reliable as 911?
- How can we get union workers in psychiatric facilities to say "Thank God it's Monday"?
- How can we bring the radical improvements of manufacturing to the 85% of the workforce that doesn't make widgets?
- Why is this DMV line so brutally long?

As Deputy Director of the Missouri Department of Revenue he led the effort to transform a government agency responsible for collecting taxes and licensing cars and drivers into a **State Quality Award winner** – one of only a handful of government agencies in the country to receive such a distinction. In the three years he was there, they reduced the time to issue tax refunds by 80% (fastest in the nation) at less cost and cut wait times in motor vehicle offices by half. Ken was then named Director of Performance Improvement for Missouri State Government, one of only two states to receive an **A grade from Governing magazine** for Managing for Results.

Ken is the author of **The Change Agent's Guide to Radical Improvement** and **We Don't Make Widgets: Overcoming the 3 Myths that Keep Government from Radically Improving**

