

Lean Project Recommendations

(Formerly known as Employee Generated Idea Process)

Director's Office
Currently Implementing

By thinking Lean we will

reduce the annual Touch Time by 15.2 hours

The Team

Project Lead: Noemi LaChapelle

Members: Terence Artz, Ras Roberts, Beth Hesse, Jeremiah Wedding, James Thompkins, Kyle Embree, Jean Fetterly, Josh Ellis (not pictured)

Facilitator: Kathy Backman



Problem

This process allows employees statewide to electronically submit an idea for a Lean Process Improvement Project (1-5 day workshop). A Customer Satisfaction Survey and a Reviewer Survey were sent out to gather feedback and improvement ideas for this process. It was also discovered that 68% of the ideas submitted did not evaluate a process. Resulting in increased cycle time, touch time, and steps in the process.

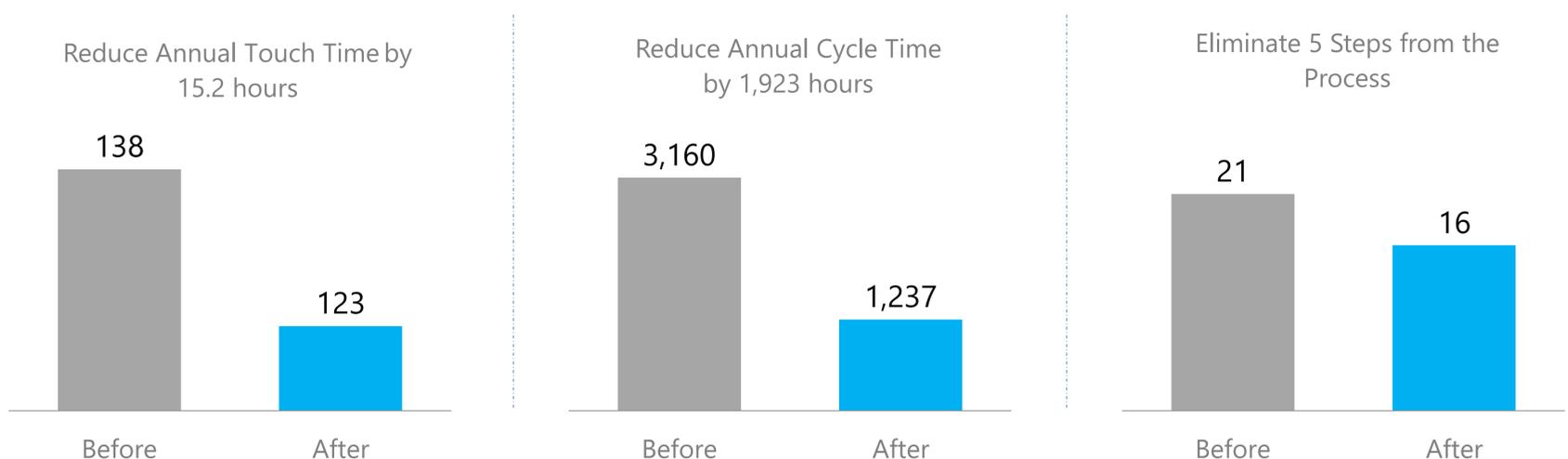
Causes

- Unclear expectations for division/unit level ideas.
- Not enough training, marketing, and communication to clarify the difference between an division/unit idea and an idea for a Lean project.
- Reviewers are unclear on how to respond to an idea.
- Idea form is hard to find on the intranet.

Improvements

- Change the name of the process to better state what the process is.
- Create training to clarify the difference between division/unit ideas and Lean projects.
- Clarify and streamline the Division/Unit level process.
- Add transparency to the process by including the submitter through all stages of review.
- Simplify access to the form and the form itself.
- Create a template for reviewers to fill out for decisions.
- Create Supervisor training and provide more marketing.

Anticipated Results



Want to learn more about Lean results?
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