

Strategic Lean Project Report



For Reporting Period: January 1, 2016 through June 30, 2016

I. General Information:

Lead agency name: Washington State Department of Agriculture

Improvement project title: Seed Labeling Permit Process

Date improvement project was initiated: 7/1/2015

Project type: New Project

Project is directly connected to:

- Results Washington performance measure

If applicable, specify the alignment:

Goal 5 – Efficient, Effective and Accountable Government

Report reviewed and approved by: Kirk Robinson, Deputy Director

II. Project Summary:

The Washington State Department of Agriculture conducted a project that was to improve the process of issuing “seed labeling” permits. The turn-around time is excessively long and there are too many steps to respond efficiently. Ultimately this will reduce time and improve customer relations.

III. Project Details:

Identify the problem:

Problem:

- Average time to issue a seed labeling permit took 52 calendar days
- Too much time processing applications
- Too many steps in the process
- Miscalculations by seed companies on annual assessment
- Renewal notices were not sent consistently each year

Problem statement:

Currently, the average time from receipt of application to issuance of seed labeling permits is taking 52 calendar days. WSDA would like to reduce the turn-around time.

Improvement description:

By using Lean techniques and mapping the current state of the process, the project team discovered many redundancies in the permit process. The project team reduced many steps in their process and became more efficient.

The project team improved the following:

- The average time to issue a seed labeling permit is currently at 1.36 days
- Unnecessary steps were removed from the process
- The online renewal application has added an assessment calculation
- Improved customer relations
- Consistent date in renewal notification to seed companies
- Renewal notifications are currently emailed to the seed companies
- Governor’s Office and Legislature’s mandatory permit timeliness reporting.

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Customer involvement: The project team was aware of their customers and worked towards improving their customer relations. The project team was able to issue seed labeling permits faster and more efficient.

IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Cost	Paper saving cost because they went electronically.		Immediate Savings.
<input checked="" type="checkbox"/> Time	The turnaround time to issue this permit went from 52 days to 1.36 days, resulting in faster permit being issued to customer.	6 months	Currently measuring
<input checked="" type="checkbox"/> Customer Satisfaction	Revised online application, easier to understand and complete, resulting in more accurate data. Ability to calculate their assessment fee online, resulting in less errors.		Future customer satisfaction survey.

V. Contact information:

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