



Project Results from Lean Efforts

Going Paperless: Electronic Receipt, Filing, Sending, and Storage of Certificates of Veterinary Inspection

Department of Agriculture

2011

2012

Jan Apr Jul Oct Jan Apr Jul Oct

Project Duration

Problem

Animals coming into and going out of Washington State must be inspected by a veterinarian to ensure animals are healthy and free of disease. WSDA is the official record of these certificates for WA State and uses them for disease traceability in the event of an animal disease outbreak. WSDA processes 187,000 certificates annually. How can we decrease the time it takes to locate animals?

Causes

Process had a lot of mailing, printing and storage costs. Staff realized they could reduce many steps, share the workflow through a pull system and could go electronic for all of their processes, but focused on one piece to start and trial: export certificates.

Solutions

- Reduce non value-added steps by 20%
- Reduce hand-offs/touches by 10%
- Improve Archiving System for Searches by 10%
- Reduce paper certificates and mailing costs by 90%
- Improve customer service (processing time) quality by 20%
- Improve WSDA processing time in order to improve real-time knowledge of location of animals in the case of disease outbreak
- Improve Private Practitioner processing time in order to improve real-time knowledge of location of animals in the case of disease outbreak
- Reduce queue time for mailing certificates by 50%

Results

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- Reduced hand-offs/touches by 10%
- Improved Archiving System for Searches by 10%
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This process focused on cost savings by transitioning from a paper to an electronic system. There are cost savings by eliminating certificate printing, mailing, and storage costs. Time savings allows for more animal species to be recorded and tracked. The safety of public health and the livestock industry is increased by decreasing the amount of time it takes to locate animals in the event of a disease outbreak.

“I’m happy to stop shuffling papers.”

Next Steps

PDCA in Q4 2012



WSDA processes 187,000 certificates annually.

Lean Methods Used:

Value Stream Mapping, Standard Work, Visual Controls

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