



Project Results from Lean Efforts

Reducing Costs and Improving Customer Service: Waste Pesticide Identification and Disposal

Department of Agriculture

2011

2012



Problem

Planning for collection and disposal of hazardous waste from customers around Washington State is complex. Additionally, the amount of product that can be collected is dictated by the budget while the need has increased due to new market requirements. Demand for program services exceeds current program budget.

Causes

Because collection was determined by site selection, it led to an unknown number of participants and quantity of waste per collection.

Solutions

Realized pre-registration could determine location of events and ensure tonnage is reached as well as ensure budget integrity was maintained and workload is leveled.

- Reduce non-value added steps
- Reduce the time and steps it takes to prepare for an event
- Reduce overtime
- Be able to handle an increase in the number of events per year with the same number staff
- Be able to handle an increase in the amount of tonnage of waste processed per year with same number of people

Results

- Reduced non-value added steps
- Reduced the time and steps it takes to prepare for an event
- Reduced overtime
- Able to handle an increase in the number of events per year with the same number staff
- Able to handle an increase in the amount of tonnage of waste processed per year with same number of people

Efficiency gains have reduced the number of steps, reduced overtime, and increased quality and safety for the customer and staff.

Next Steps

Plan Do Check Act (PDCA) after the October Waste Collection event.



WSDA safely collects and properly disposes of 250,000 pounds of toxic and obsolete pesticides per biennium.

Lean Methods Used:

Value Stream Mapping, Standard Work

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