



Project Results from Lean Efforts

Office of Crime Victim Advocacy

Grant Approval Process

Department of Commerce

2011

2012

Jan | Apr | Jul | Oct | Jan | Apr | Jul | Oct

Project Duration

Problem

Crime Victim Advocacy programs throughout the state receive approximately 315 contracts processed each year from Commerce. The previous contract approval process was frustrating to Commerce employees because it took a lot of time, had a lot of handoffs and required many approvals.

Causes

Everyone in the process wasn't aware of the complexity of the entire process and all the non value added steps:

- There were 11 handoffs
- There was a lot of checking and double checking work
- Three tracking systems
- There were a lot of signatures required

Solutions

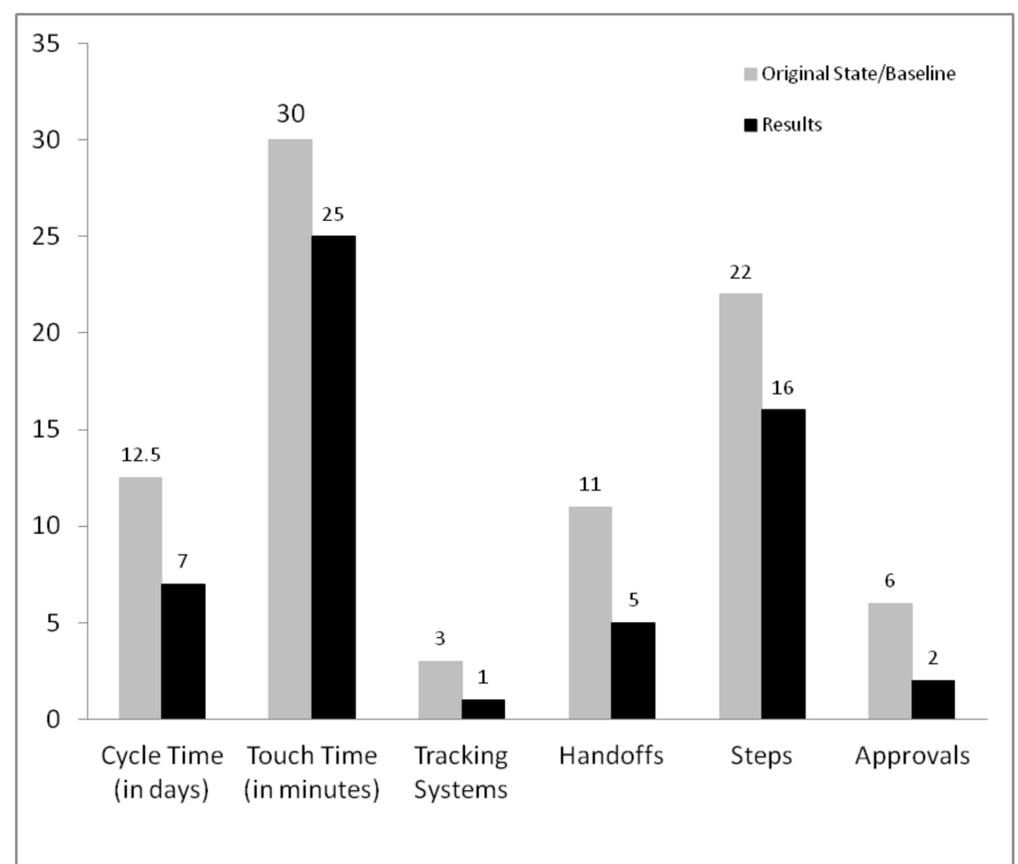
- Streamlined the entire process

Results

- Eliminated 6 handoffs
- Eliminated 4 approvals
- Eliminated 2 tracking systems (which were redundant)
- Saved 5 minutes of touch time (per contract)
- Saved more than 4 days of cycle time (per contract)

Next Steps

- Continue to track errors and address common errors as they occur
- Address any issues and implement division wide (approximately 800 contracts annually)



Lean Methods Used:

Value Stream Mapping, Standard Work

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