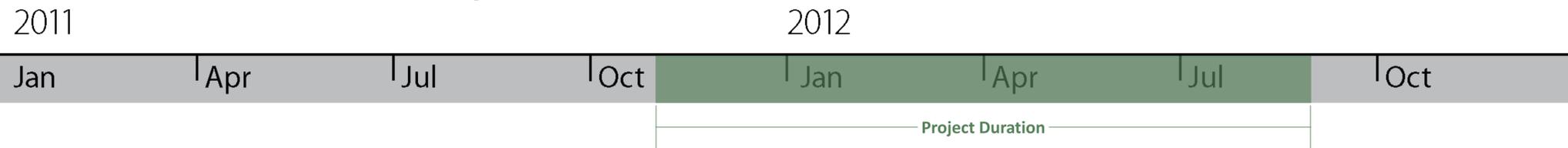




Project Results from Lean Efforts

Commercial Harvest Data Process Improvement Project

Department of Fish & Wildlife



Problem

WDFW commercial harvest data processing was taking too long to process to be useful to fishery managers and was prone to a high number of errors requiring excessive rework. Because data processing was not timely, duplicate reporting systems developed to compensate requiring the dealers to double report and the Department to enter the data multiple times.

Causes

- Non-value added processing
- Waiting
- Defects

Solutions

- Standard work
- Done right the first time
- Continuous flow
- Reduced handoffs across the process

Results

- Work in process (waste) reduced from 500 to 0 units for priority data and from over 10,000 to less than 1,000 units for non-priority data.
- Processing lead time reduced from 11 to 3 days for priority data, a 73% improvement and 70% and 85% improvement for 2nd and 3rd priority data.
- Quality error detection lead time reduced from 80 days to 4 hours per error, a 99% improvement with time errors are handled reduced from 7 hours to 20 minutes.
- Quality error detection handoffs reduced from 6 to 1.

Next Steps

- Single source of data and elimination of remaining redundant harvest data systems
- Drive digital data collection instead of mail-in submissions
- Electronic, web-based data collection forms

Tickets waiting for data entry - BEFORE



Tickets waiting for data entry - AFTER



Lean Methods Used:

Value Stream Mapping, Standard Work, Accelerated Improvement Workshops

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