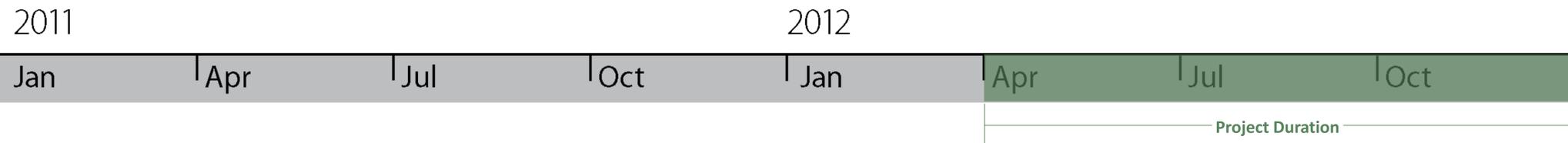




Project Results from Lean Efforts

Collision Data Processing & Reporting

Washington State Department of Transportation



Problem

The Collision Data Branch processes in excess of 100,000 collision reports per year. The time from when a collision occurs until the data is available to customers currently takes anywhere from 1-day to 8-months depending upon the customer needs. An 8-month delay is unacceptable to some customers requiring fully analyzed data.

Causes

Duplication of efforts, outdated process flow, customer requirements needed updating. Over analysis of portions of some collision types.

Solutions

Streamline workflow to reduce touch times. Simplify data entry screens. Eliminate unneeded quality checks on a portion of the work. Survey customers to identify product business requirements.

Results

30-Day: Implemented four improvement processes

- 2,488 estimated annual hours saved for collision processing

60-Day: Implemented six improvement processes

- 844 estimated annual hours saved for collision processing

90-Day: Implemented three improvement processes

- 2,583 estimated annual hours saved for collision processing

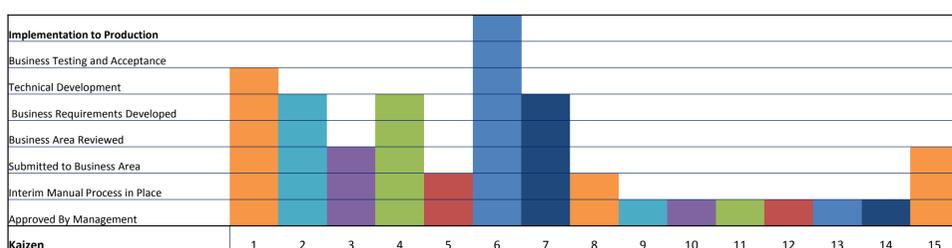
Total: 5,955 estimated annual hours saved for collision processing

Conclusion: The total hours represent a 26% reduction to current collision processing time that will be used to reduce the 8-month backlog.

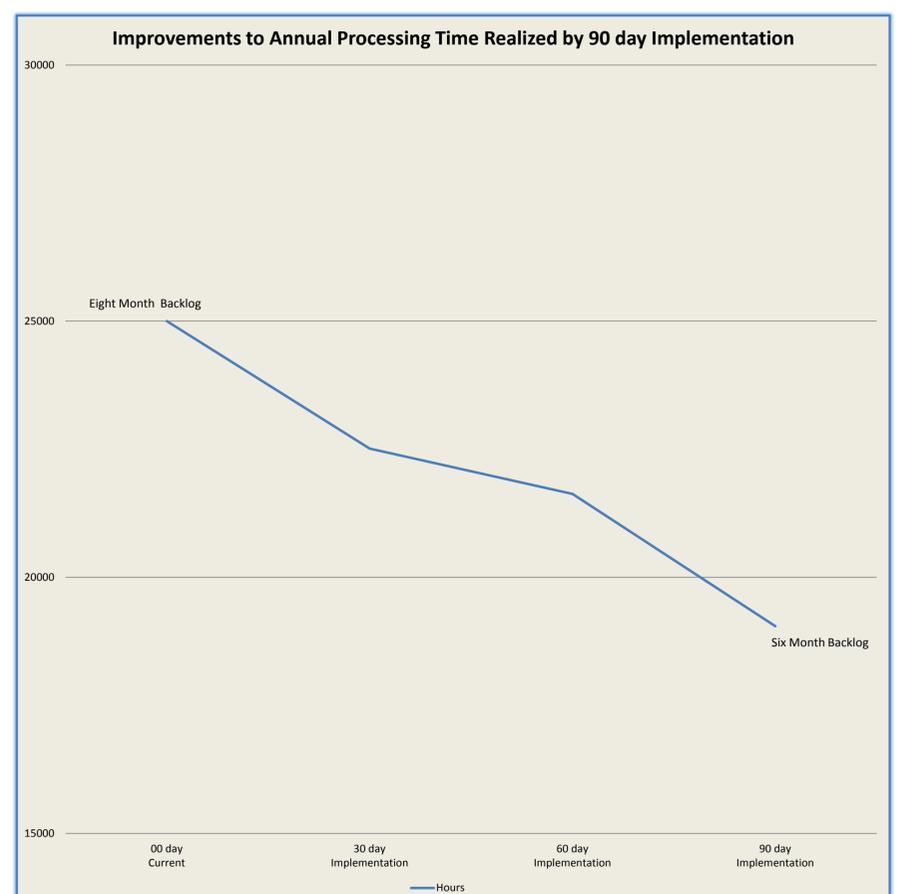
Next Steps

Continue to monitor and assess results. Document successes and continue to identify additional Lean opportunities

Kaizen Implementation Steps completed as of September 27, 2012



- 1 - WSP Interfaces with Officers on All Non-Sufficient Information(NSI) Collision Reports
- 2 - WSDOT Will Stop Processing Law Enforcement Office Telephone Reporting Unit (TRU) Reports
- 3 - Do Not Perform Quality Assurance (QA) on Property Damage Only (PDO)Collisions
- 4 - Provide County Engineers Immediate Access to County Collisions After Scanning and Indexing
- 5 -Use Incident Location Tool for Tribal Jurisdiction and Restrict Field Modification
- 6 - Present as Read Only the 1st and 2nd Impact Locations to the Part "A" Screen
- 7 -Combine the Collisions Processing Workflow of Jurisdictional Analysis (JA) and Data Analysis (DA)
- 8 - Re-Define Collision Record Quality Assurance Process
- 9 -Re-Define Standardized Data Accuracy
- 10 - Do Not Change Officer Coding for a Predetermined Set of Collision Records
- 11 - Minimize Coding of Property Damage Only (PDO) Collision Reports
- 12 - Standardize Collision Data Analysis Project
- 13 - Increase the Number of Indexes done by WSP's Collision Records Section
- 14 - Reduce the Number of Collision Data Fields in Captured in CLAS Application
- 15 - Collision Branch to Automate the Use Incident Location Tool (ILT) for County Roads



Lean Methods Used:

Value Stream Mapping, JIT Training, Root Cause Analysis (5Whys), Affinity Grouping, PICK Method, Kaizen Brainstorming, Individual Improvement Plans

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