

Strategic Lean Project Report



For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Washington State Department of Veterans Affairs

Partner agencies: None

Improvement project title: Spokane Veterans Home transition from paper leave process to electronic leave process.

Date improvement project was initiated: 10/12/2015

Project type: New Project

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan
- Other

If applicable, specify the alignment:

Agency's commitment to streamlining existing processes and eliminating waste.

Report reviewed and approved by: Alfie Alvarado-Ramos Director WDVA

II. Project Summary:

The WDVA improved Spokane Veterans Home (SVH) leave request and management process, resulting in elimination of existing paper process and transition to a paperless electronic means for managing the leave process.

III. Project Details:

Identify the problem: WDVA staff spends too much time initiating, approving, auditing, and completing the current paper process for leave.

Problem statement: Currently, 142 average work hours per month are utilized managing the leave process compared to our target of 48 average work hours per month, which we want to reach by 1/29/2016.

Improvement description: Barriers to implementation were identified with a grasp, plan, do, check, act problem solving event with countermeasures identified and an action plan developed.

Customer involvement: Participants for the problem solving event included WDVA payroll department and SVH front line staff, supervisors, time processors, and local human resource consultants. All of the parties have a customer relationship with one another. Problem solving event allowed for transparency and understanding of roles within the process.

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IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased 59 hours from 142 hours to 48 hours.	Since implementation the teams are accounting for 10 hours to manage leave process.	Preliminary

V. Contact information:

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VI. Optional Visuals: Delete section if not using. Provide before and after photos or simple charts. If using an image, please keep the image file size under 100KB.