

Strategic Lean Project Report



For Reporting Period: January 1, 2016 through June 30, 2016

I. General Information:

Lead agency name: Liquor and Cannabis Board

Improvement project title: Equipment Transfer Form

Date improvement project was initiated: 11/16/2015

Project type: New Project

Project is directly connected to:

If applicable, specify the alignment:

☒ Agency Strategic Plan

Goal: Build a culture that inspires and fosters excellence

Value: Continuous improvement and meaningful results, accountability and integrity

Report reviewed and approved by: Bob Schroeter

II. Project Summary:

The Liquor and Cannabis Board improved the LIQ413 Equipment Transfer Form and process, resulting in an increase of accuracy (quality) from 6% to 86%.

III. Project Details:

Identify the problem:	The LIQ413 equipment transfer form is rarely completed without errors, requiring rework and resubmission.
Problem statement:	Currently, 6% of LIQ413 Equipment Transfer Forms are accurate compared to our target of 100% accuracy, which we want to reach by 3/1/2016.
Improvement description:	Modify an established SharePoint list to include an automated entry (form) with drop down fields (where possible) to limit free form entry fields. Incorporate an automated workflow to route the form to the new assignee of the asset for receipt, capture the record in the SharePoint list for reporting and monitoring.
Customer involvement:	The Division asset coordinator group was targeted as the lead for each division to implement this idea. Users from the divisions were encouraged to use the new automated form and we received good feedback that the process was easy to use. The Division asset coordinators were assigned to capture feedback in the divisions and immediately report known issues for resolution to ensure the success of the project. Several surveys for information were requested throughout the project and intermittent meetings for training. A final communication was sent to the agency to announce the changes to the equipment transfer process.

Strategic Lean Project Report



IV. Project Details:

Improved process as measured by: (Click those that apply)	Specific results achieved: (Complete the narrative boxes below)	Total Impact: (Actuals; Current Reporting Period)	Results status:
☒ Quality	Increased accuracy of the forms submitted from 6% to 86%.	12/14/2015 to 3/1/2016	Final

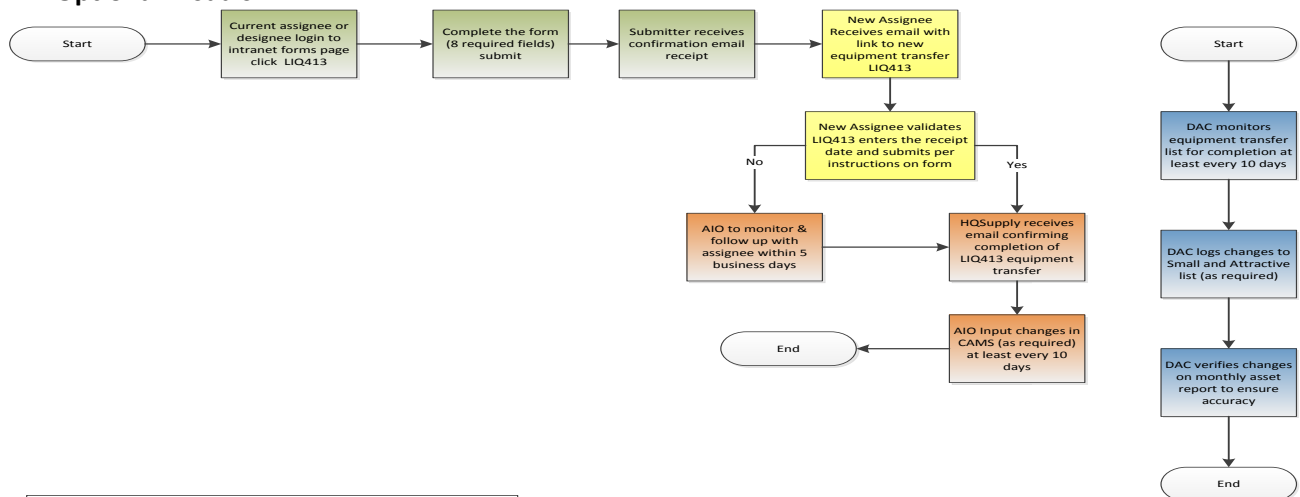
V. Contact information:

Name: Tia Livingood

Phone number: 360-688-4433

e-mail: tia.livingood@lcb.wa.gov

VI. Optional Visuals:



Legend
Blue box = Division Asset Coordinator (DAC)
Green box = Current assigned staff member or designated submitter
Orange box = Agency Inventory Officer (AIO)
Yellow = New Assignee