

# Strategic Lean Project Report



## Procurement Process – Customer Status

**Agency:** Liquor and Cannabis Board

### Project Impact

The Liquor and Cannabis Board improved the procurement process, resulting in decreasing the time it took to provide status updates to customers by 66%.

The Operations Support division handles procurements for the agency, and by spending less time responding to status update requests, they are able to focus more time acquiring the resources and tools quicker that the business divisions need to perform their tasks, and they are in turn able to better serve the public and our customers.

### Project Summary

The Operations Support division is spending over 150 minutes per month on unplanned customer status updates.

Currently, the Operations Support division spends over 150 minutes per month on unplanned customer status updates compared to our target of 75 minutes, which we wanted to reach by 6/30/2017.

Working with internal customers of the LCB, the Operations Support division:

- Gathered data and feedback about the process from customers
- Conducted root cause analysis and discovered that the status updates we were providing were not sufficient for the customer requiring more than one unplanned request for updates from the customer
- Improved the quality of the initial communication
- Developed customer expectations with follow up timeframes
- Shared the developed milestone communication points with the customers
- Implemented face-to-face consults for formal procurements to ensure initial communication was meaningful to the customer and allowed them to feel heard within the first week of their request

### Project Results

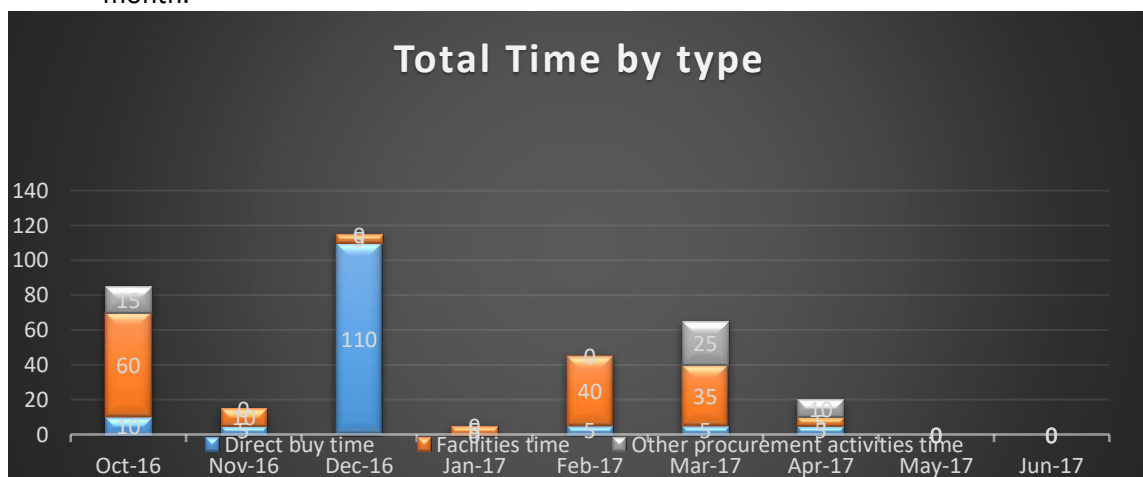


**Time**

Decreased the time spent on unplanned customer updates **from 150 minutes to 50 minutes**. Contracts Team target 12 minutes actual: 15.56 minutes; Facilities Team target 62 minutes actual: 17.78 minutes. Overall the division reduced unplanned status updated by 100 minutes per month.

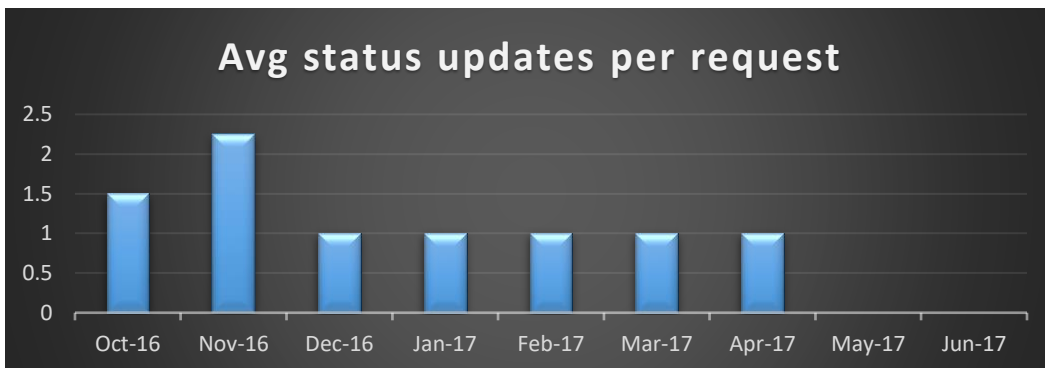
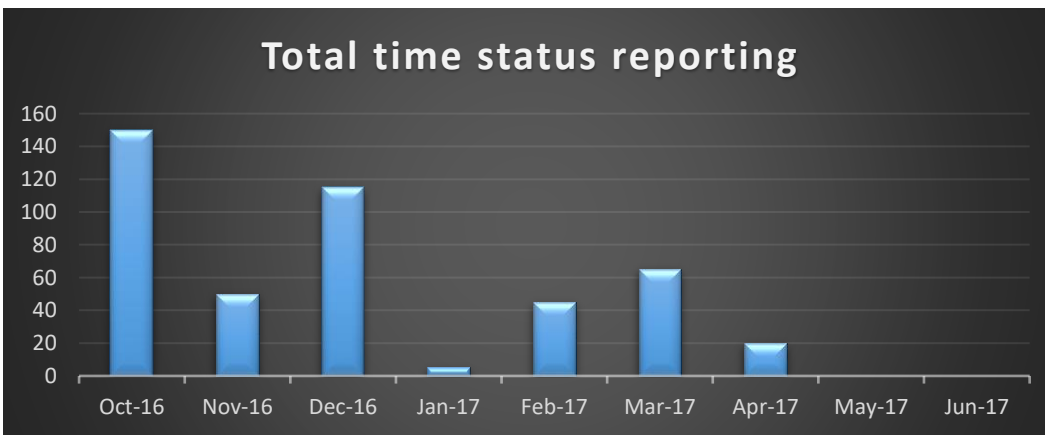
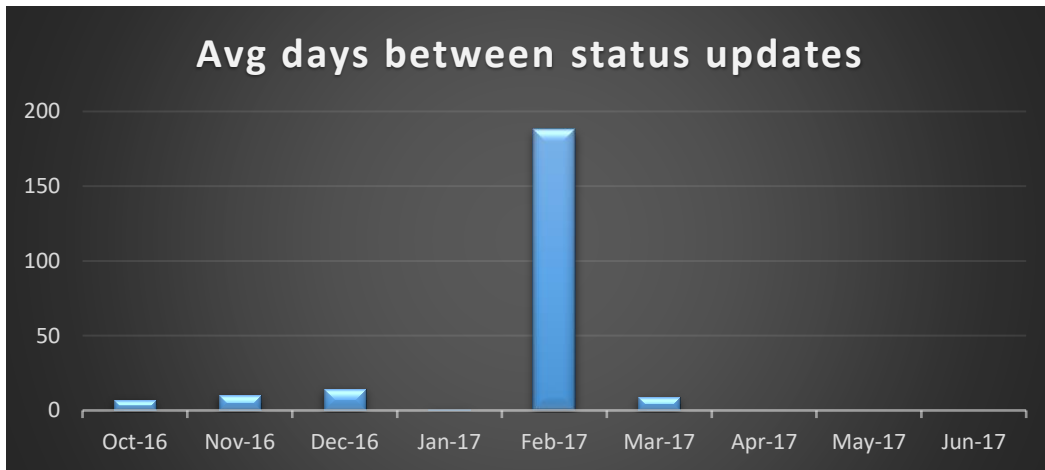
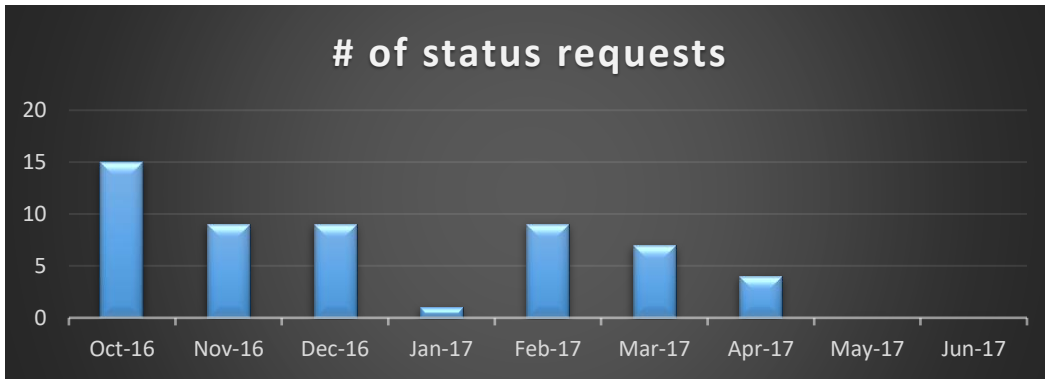


Time spent responding to customer status updates has been decreased.



Reporting Period: January – June 2017

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## Project Details

**Date improvement project was initiated:** 11/22/2016

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