

# Strategic Lean Project Report



**For Reporting Period:** January 1, 2015, through June 30, 2015

## I. General Information:

Lead agency name: Washington State Pollution Liability Insurance Agency

Partner agencies:

**Improvement project title:** PLIA Portfolio Management Process

**Date improvement project was initiated:** 2/14/2014

**Project type:** New Project

**Project is directly connected to:**

Results Washington performance measure

Agency Strategic Plan

Other

**If applicable, specify the alignment:**

Improve the efficiency and timeliness of underground storage tank cleanup actions.

**Report reviewed and approved by:** Cyndy Putscher

## II. Project Summary:

The Washington State Pollution Liability Insurance improved the Underground Storage Tank claims oversight process, resulting in reducing the time from claim initiation to closure by an average of 10 years.

## III. Project Details:

**Identify the problem:** This project was designed to increase to streamline the claims oversight process so that Underground Storage Tank owners/operators could more quickly and more effectively complete the contamination cleanup. Completion of the cleanup protects the environment and restores the property value so that it may resume contributing to the local property tax base and can reenter the real estate market.

**Problem statement:** In the past, cleanups conducted under the reinsurance program progressed slowly and inefficiently without direct agency oversight to ensure cleanup timelines were established and met. Our target is to complete cleanups within five years from start to finish, which we want to reach by 2020.

**Improvement description:** PLIA reorganized the claims oversight process to ensure that all decision-makers meet at the same table and achieve agreement on a path to closure.

**Customer involvement:** PLIA designed the process to allow the insured tank owners/operators to opt in and have a greater role in the decision-making process. Customers have given us very positive feedback about 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 type="checkbox"/> Safety			
<input type="checkbox"/> Cost			
<input type="checkbox"/> Quality			
<input checked="" type="checkbox"/> Time	Decreased claim and cleanup closure time <b>from</b> an average higher than 10 years per site <b>to</b> 5 years per site.	PLIA hosted 20 meetings, and secured project timelines for all sites enrolled in the process.	Preliminary
<input type="checkbox"/> Customer Satisfaction		<input type="checkbox"/> N/A (or)	
<input type="checkbox"/> Employee Engagement		<input type="checkbox"/> N/A (or)	

## V. Contact information:

Name:

e-mail:

Phone number: