

Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period



Agency name:

Department of Commerce

Improvement project title:

Cascading Operational Process 6

Date improvement project initiated:

12/10/2014

Summary:

A representative team of those who work most closely with grants, loans, and contracts went through a cascading process with this core process. The team identified the areas with the most non-standard work practices.

Details:

Description of the problem: Originally titled, "Managing Services," this process was intended to capture those programs that do not include grants, loans, or contracts for services or products. However, over time, it became clear that this scope was not appropriate and that the missing process was the program work outside the mechanics of granting, loaning, or contracting.

Description of the improvement: Work has just begun. But, improvements to date have been a revised scope and identification of draft sub-processes.

Specific results achieved: There is nothing to report at this time, given the launch date. Future reports will include this section.

How we involved customers or stakeholders in this effort:

Every division of Commerce has representation on this team. As this is an internal process, the official team consists of Commerce staff. As we draw closer to a complete draft of sub-processes, we will vet this work with additional staff and stakeholders.

Contact person:

Rick Torrance – richard.torrance@commerce.wa.gov