

# Detailed Lean Improvement Project Report

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

**Agency name:** Department of Licensing

**Improvement project title:** Equipment Refresh

**Date improvement project initiated:** 02/11/14

**Summary:** The Department of Licensing improved the equipment refresh process resulting in reduced cycle time by 24 hours (from 177 hours down to 153 hours).

**Details:**

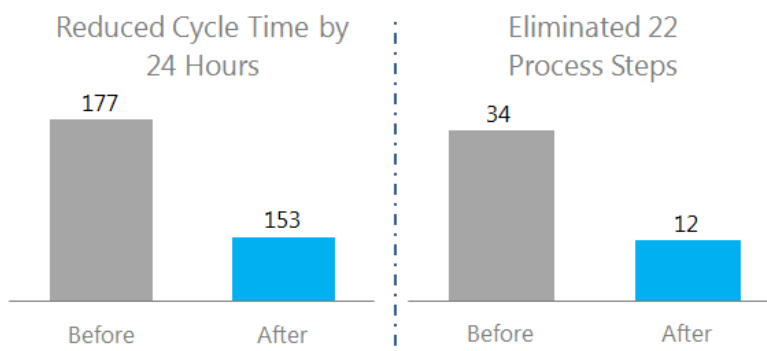
Description of the problem:

The Information Services Division distributes a lot of equipment. When large orders of equipment come in at the same time it was a challenge to get them deployed in a timely manner. For this project, DOL was deploying about 250 laptops and desktops.

Description of the improvement:

- Delivered computers to the Telecommunications room rather than the basement, reducing transportation of equipment.
- Set up an imaging station, enabling an expedited imaging process.
- Utilized a quality checklist to assist in expediting the deployment.
- Coordinated with the supervisor and staff ahead of time to deploy groups of computers rather than individually, saving time and unnecessary communications.
- Enhanced overall communication.

Specific results achieved:



**How we involved customers or stakeholders in this effort:**

Internal customers participated in the workshop.

**Contact person:**

Ron Anderson, Project Lead