

Detailed Lean Improvement Project Report

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

Agency name: Department of Licensing

Improvement project title: Incident/Accident Safety Reporting

Date improvement project initiated: 02/05/14

Summary: The Department of Licensing improved the incident/accident safety reporting process resulting in reduced cycle time by 29 days (30 days to just 1 day).

Details:

Description of the problem:

Employees are required to submit reporting forms following an accident, injury or incident. The data is used to identify trends and mitigate recurring safety problems.

- The previous process was not standardized.
- Employees didn't file timely because there were eight forms for reporting and it was confusing.
- Forms had to be printed and mailed.
- Employees had to mail the completed form to the Safety Manager for filing. The end of the process was the Safety Managers' receipt of the hardcopy, which averaged 30 days.
- There were times when employees waited to file a report because they didn't know which form to use, were embarrassed to report their accident or did not deem an incident worth reporting. At times, the reporting lag was days or weeks before it was initiated and mailed.
- After an employee submitted a report, they were required to print a hardcopy and give it to their supervisor for comment. At times the report was not completed for extended periods of time. Once completed by the supervisor, the hardcopy was mailed to the Safety Manager.
- In addition, not all incidents were being reported, making it difficult to establish trends and address issues.

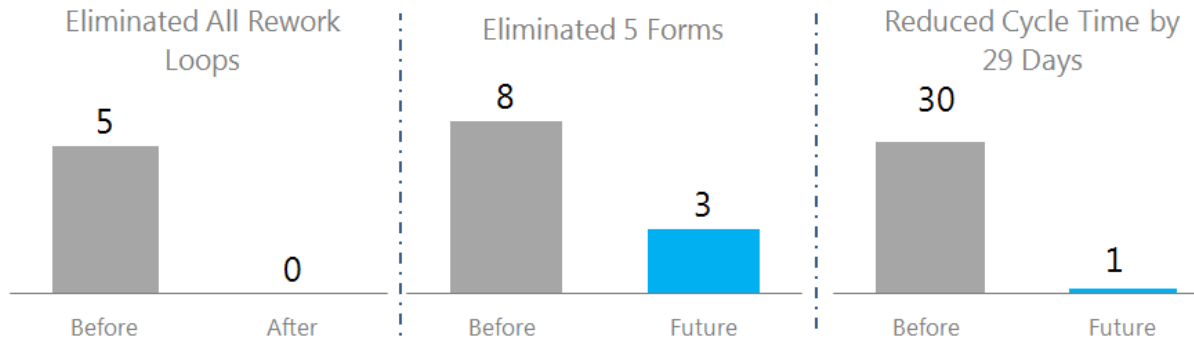
Description of the improvement:

- Common definitions and reporting timelines were established.
- Five duplicative forms were eliminated.
- A web based form was created and implemented
- A common inbox for the agency Safety Manager, Emergency Management Administrator and the Labor and Industries Coordinator was created. Recipients receive reports at the same time, eliminating duplication and errors in getting the form to the right person.
- The mailbox distribution ensures immediate notification so emergent incidents can be resolved or tracked.
- The streamlined process was also communicated to employees, so that they are aware of requirements, should an incident occur.

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Specific results achieved:



- Safety and emergency management staff correct or respond as issues occur versus waiting days after the incident.

How we involved customers or stakeholders in this effort:

Internal customers participated in the workshop.

Contact person:

Jocelyn Hofe, Project Lead