



# Detailed Lean Improvement Project Report

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

**Agency name:** Employment Security Department – WorkSource Everett

**Improvement project title:** Printing Reduction

**Date improvement project initiated:** 7/1/2013

## Summary

A Lean project started 17 months ago to reduce waste from internal printing processes at WorkSource Everett. Lean methods were used to identify all of the processes, procedures and printing materials used. Standards were set for printer use, which included standards on handouts, workshop materials, etc. As a result of this project, annual printing costs were reduced by \$16,930 for WorkSource Everett, with no apparent negative impact to customers.

## Details:

### Description of the problem:

Even though the cost of printing was within the state average, several areas were identified where time and materials were being wasted, adding no value to the customer or agency.

### Description of the improvement:

Our team:

- Reviewed what materials were being copied.
- Determined how information could be consolidated into fewer pages.
- Determined what was being printed in color that could be printed in black and white.
- Determined what could be offered online vs. in print.
- Set standards for what needed to be on a page for it to be printed (resource or needed information), etc.

The team was able to identify waste, establish new procedures and set standards for internal printing.

### Specific Results achieved:

As evidenced in the new Resource Sharing Agreement, costs for internal printing dropped from \$21,350 to \$4,420 for an annual cost saving of \$16,930 for WorkSource Everett.

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

This improvement involved the WorkSource Everett administrator, Workforce Snohomish, ResCare, DVR, AARP. Customer comment cards and surveys did not show any concern from job seekers from the reduced paperwork.

## Contact person:

Matt Bench, WorkSource Everett and Monroe administrator: (425) 258-6345, mbench@esd.wa.gov