



Detailed Lean Improvement Project Report

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

Agency name: Employment Security Department – WorkSource Wenatchee

Improvement project title:

Quality Job Referrals

Date improvement project initiated:

June 2, 2014

Summary:

Wenatchee WorkSource staff improved the quality of its job referrals, resulting in 100 percent of our job-referral packages now passing monthly quality reviews and savings of approximately 40 hours per month of staff time.

Details:

Description of the problem: Approximately 46 percent of all job-referral packages (application, resume, and cover letter) submitted by job seekers were not meeting employer quality standards and required correction or improvement prior to being submitted to employers. All job-referral packages were being reviewed twice – once by staff sitting with the job seeker and again later by Business Services staff prior to being forwarded to the employer. In addition, there was no consistency among staff on what was considered a quality job-referral package.

Description of the improvement: Using Lean methods, we significantly improved how we provide quality job referrals to employers. We developed standard work, which includes a quality checklist that guides both the job seeker and WorkSource interviewer through the process.

Specific results achieved: 100 percent of our job referral packages are now passing monthly quality reviews. This has enabled us to streamline the process for sending out application packages to employers by eliminating the step in Business Services, saving approximately 40 hours of staff time per month.

How we involved customers or stakeholders in this effort:

We involved staff, employers, and job seekers by allowing their input in the design of various tools and by testing throughout the entire process.

Contact person:

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