



Detailed Lean Improvement Project Report

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

Agency name:

Governor's Office for Regulatory Innovation and Assistance

Improvement project title:

Streamlining OMWBE State Certification Process – Phase I

Date improvement project initiated:

03/27/2014

Summary:

The Governor's Office for Regulatory Innovation and Assistance (ORIA) supported and facilitated a regulatory process improvement project for the Office of Minority and Women's Business Enterprises' (OMWBE). The project scope focused on updating Chapter 326-20 of the Washington Administrative Code (WAC) and developing improvements to the process businesses use to obtain OMWBE State Certification.

The team identified approximately 25 recommendations to increase efficiency and quality of the OMWBE State Certification application process. Implemented, they would make the process more meaningful to the customer, optimize and maximize resources and reduce workload for staff.

Details:Improvement Opportunity:

Chapter 326-20 of the Washington Administrative Code (WAC) has not been updated since 1992. Much of the language and requirements do not align with current standards. In order to update this language, the current state needed to be evaluated, pain points in the process due to the language identified, and streamlining of the process implemented.

Description of the improvement:

Staff reduced the lead time for the certification process from a maximum of 86 days to a maximum of 34 days, a 61 percent reduction.

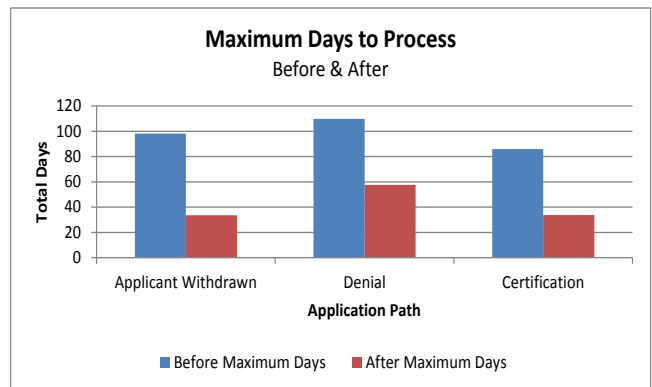
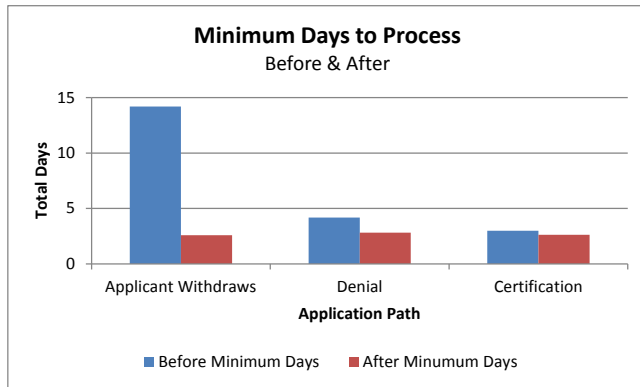
Specific results achieved:

The team identified approximately 25 recommendations to increase efficiency and quality of the OMWBE State Certification application process. Implemented, they would make the process more meaningful to the customer, optimize and maximize resources and reduce workload for staff.

There are three paths an application can take: withdrawal, denial and certification, with the greatest volume of applications resulting in certification. The team mapped out each path to reveal cycle time, touch time and wait time. Charts below depict the total number of days for each path before and after implementation of improvements identified during the Value Stream Mapping event.

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Percent of Time Reduced in Future State

	Minimum Time – Percent Reduction	Maximum Time – Percent Reduction
Applicant Withdrawn	82%	66%
Denial	32%	48%
Certification	12%	61%

How we involved customers or stakeholders in this effort:

ORIA staff conducted informant interviews via the phone with firms recently state certified by OMWBE. Interviewees answered a series of eight questions related to the customer experience and opportunities for improvement.

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