



Detailed Lean Improvement Project Report

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

Agency name:

Pollution Liability Insurance Agency

Improvement project title:

Heating Oil Insurance Program – Customer Experience

Date improvement project initiated:

August 19, 2014

Summary:

PLIA has increased accountability and transparency in the heating oil insurance program, to ensure that private companies conducting soil remediation projects for our insurance claimants meet the state's environmental regulations. The next goal for the agency is to improve our customer's experience of the program.

Details:Description of the problem:

PLIA does not currently collect customer feedback about the heating oil insurance program in a systematic way. We occasionally receive unsolicited feedback from customers expressing dissatisfaction with the duration of cleanups, and with contractors authorized to work under the program. We also receive feedback that includes misinformation. We would like to collect more precise data on customer experience to ensure we focus our efforts at addressing customer experience in an efficient manner.

Description of the improvement:

PLIA requested assistance from LEAN fellow Ariana Wood, who led an A3 training for all agency staff.

Specific results achieved:

Based on feedback from Ariana we have shifted our focus from developing a customer survey to include more in depth analysis of the problem.

How we involved customers or stakeholders in this effort:

We are developing a list of recent customers from whom we can request feedback as we continue to develop our A3 and who can provide feedback as we select strategies. We have also included a customer participant in the two most recent meetings of our informal stakeholder advisory committee.

Contact persons:

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