

Strategic Lean Project Report



For Reporting Period: July 1, 2016 through December 31, 2016

I. General Information:

Lead agency name: Office of Financial Management

Partner agencies: Both the Department of Early Learning and Office of Superintendent of Public Instruction provide data to the report

Improvement project title: Early Learning Feedback Report Preparation Process

Date improvement project was initiated: 8/22/2016

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 5.1.3d

This project directly supports agency mission of providing information to help make better decisions and strategic plan initiative to improve products and processes to make things better for our customers.

Report reviewed and approved by: Ro Marcus

II. Project Summary:

The Office of Financial Management improved the Early Learning Feedback Report Preparation Process resulting in a reduction in cycle time to prepare the report from 150 days originally to an estimated 90 days for each annual report.

III. Project Details:

Identify the problem: The team preparing the report wanted to increase the ability to utilize customer feedback more effectively and to prepare the report with less rework and handoffs in the process resulting in an overall shorter cycle time from receiving the data sets to producing the report for the customers.

Problem statement: Currently, the time from start to delivery for the report preparation process is 150 days a year compared to our target of 90 days a year, which we want to reach by 3/28/2018.

Improvement description: Ideas chosen by the team included gathering some customer feedback in various ways earlier in the process, using them earlier in the design process, and redesigning parts of the report visualization process using different technology. Along with a

new delivery process, the business rules developed initially will be implemented directly into the initial analytical file, which will also feed the visualizations.

Customer involvement: To help mitigate issues around source data, a *draft* data request letter that included details of last year’s data request and any issues/resolutions that had occurred during the year was shared for feedback to the data providers. Changes were made, and will be incorporated into the next request for data, in late 2017. Also, the process will promote gathering customer feedback through new web collection, added stakeholder feedback requests early in process

IV. Impact to Washingtonians:

- DEL and OSPI get data from Early Learning Providers about students
- OFM ERDC Team gets data from DEL and OSPI and produce feedback report
- Early Learning Providers get feedback report and can use it to improve on behalf of the students.

V. Project Results:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased cycle time from 150 to a target of 120 days Cycle is not completed, but progress indicates an estimated 4-week savings..	30 days reduction	Preliminary
<input checked="" type="checkbox"/> Customer Satisfaction	Increased use of customer feedback from relying on a third-party to collect and share results and feedback to directly interacting with an expanded customer group who are using the report. Gather feedback directly from the customer through various tools for integration into ongoing communications and reports.		Preliminary

VI. Contact information:

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