

# Learning to Lean through “Baby Steps”: How A Small Agency Improved A Complicated Data Reporting Process

Governor’s Lean Conference  
October 18 & 19

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Workforce Training and  
Education Coordinating Board



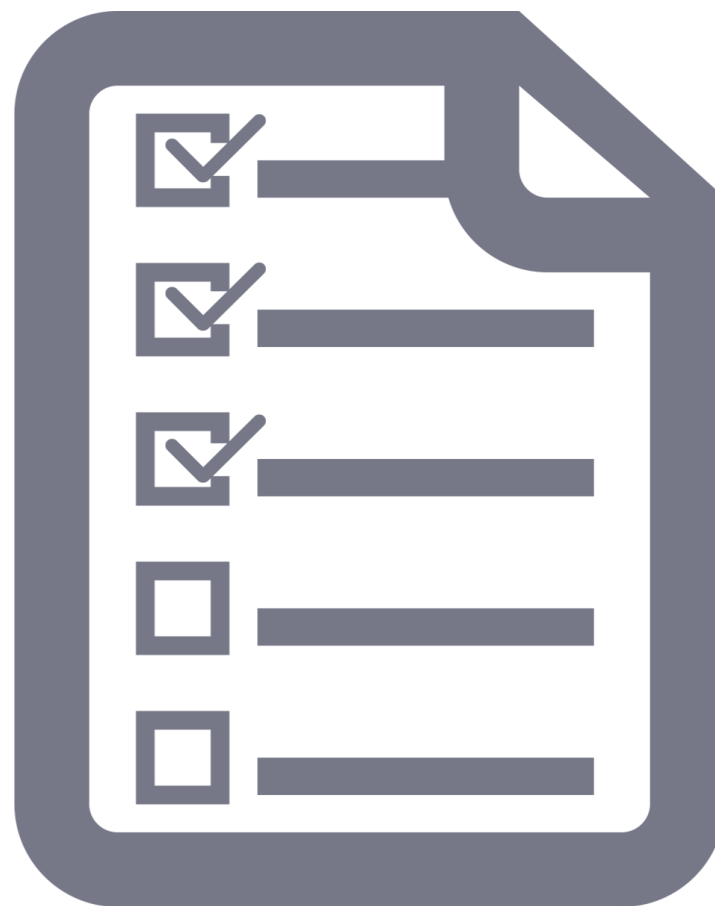
# Our Customers

- Nearly 30,000 WA students enrolled in private, short-term, career-focused programs.
- Agency regulates 325 schools, most are “mom & pop.”
- Schools required to provide student data each fall.
- Performance results pushed out to [CareerBridge.wa.gov](https://www.careerbridge.wa.gov).
- “Consumer report” helps students & families, unemployed make smart decisions about their training dollars.

# You have to ask!

## Understanding if there is a Problem by talking to Our Customers & Our Team

1. First we asked our Private Career Schools about our services.
2. We got good feedback, but there was room for improvement.  
(20% return rate with 80% Good to Excellent rating)
3. Main area of frustration: Annual Student Data Reporting.



# Learning....Building the Team

A team was assembled to:

1. Inventory current process, identify problem areas with “fresh eyes.”
2. Build a better process: hypothesis.
3. Identify what success looks like and test drive ideas.



**Work arounds were not going to work.**

# Doing.....Building the Plan



**Error-proof  
spreadsheets**

**User-centered  
web design**



**Webinars**

# Real-Time Feedback



**Call log**

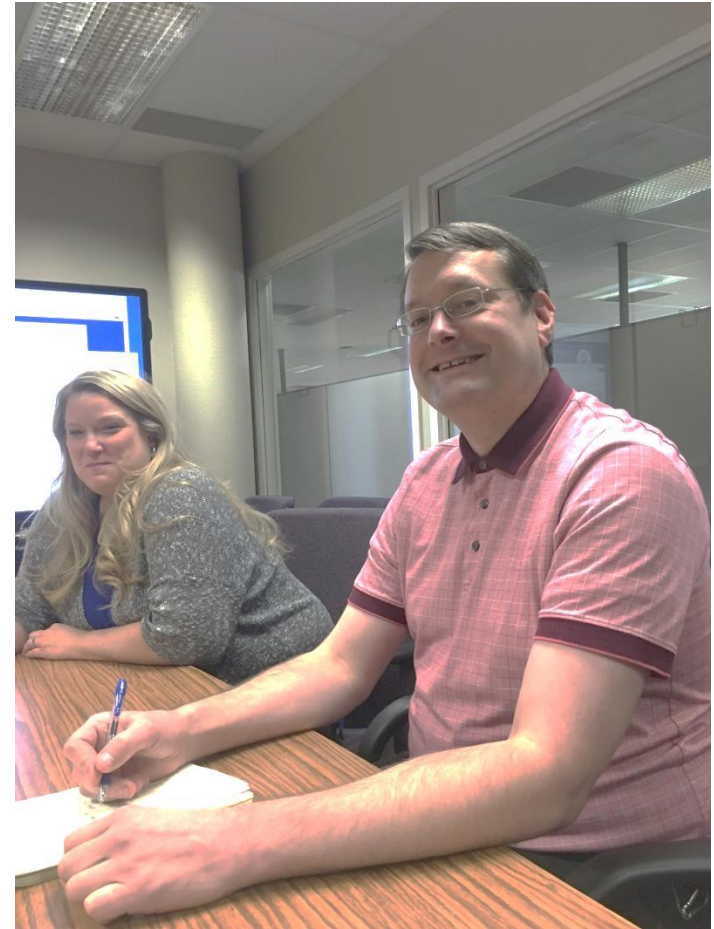


**Surveys**

# More Doing...Executing the Plan

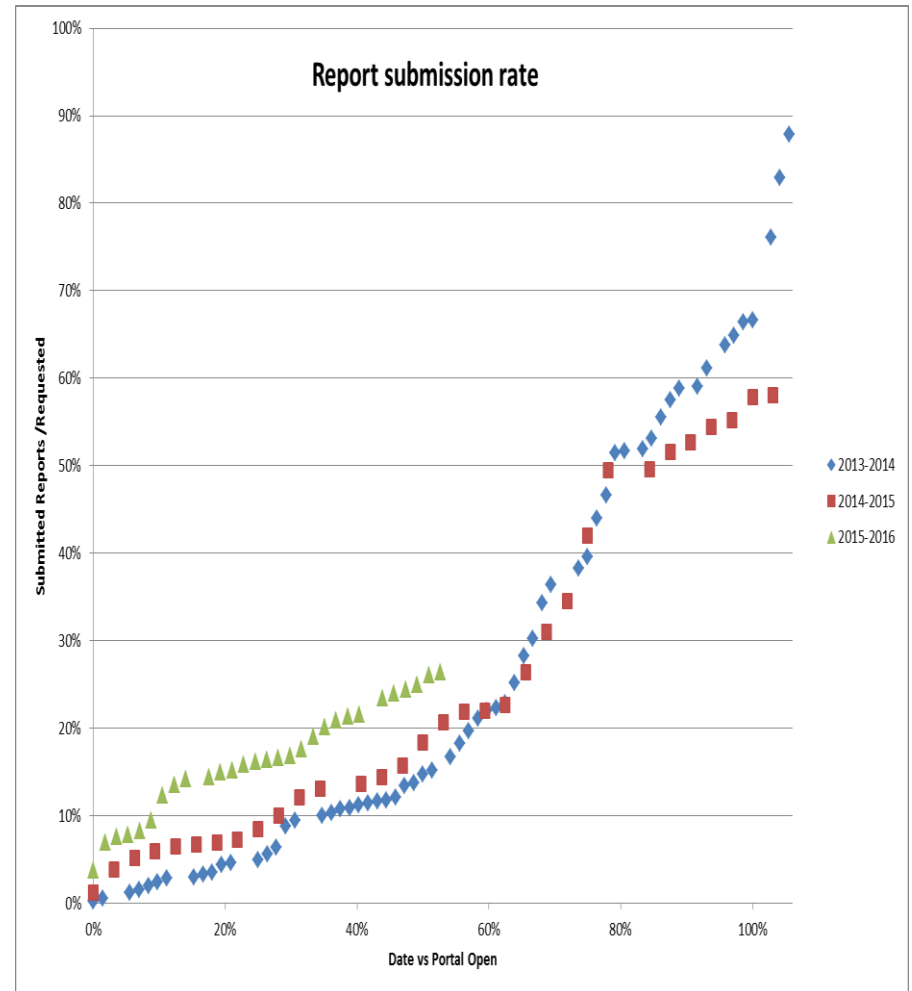
This is a pilot project

- Data collection continues thru Oct. 28.
- But we are already seeing results.



# Evaluating...Are things better than before and by how much?

1. Survey Monkey customer satisfaction results
2. Call in log with number and length of time dedicated to resolving issues
3. Staff review





# Unanticipated Benefits, Discoveries

- Hidden talents
- Structural problems
- Information to share
- New systems to build on
- Team building & camaraderie



# Questions?

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