

# Strategic Lean Project Report



**For Reporting Period:** January 1, 2016 through June 30, 2016

## I. General Information:

Lead agency name: Washington Military Department

Partner agencies: N/A

**Improvement project title:** 225<sup>th</sup> Air Defense Squadron Internal Coordination

**Date improvement project was initiated:** 3/1/2016

**Project type:** New Project

**Project is directly connected to:**

- Results Washington performance measure

**If applicable, specify the alignment:**

Goal 5, outcome measure 1.2 (service reliability-timeliness) and 2.1 (Effective Government-measured improvements).

**Report reviewed and approved by:** Major Keith Kosik, CPI Program Director

## II. Project Summary:

The Washington Military Department's 225<sup>th</sup> Air Defense Squadron (WA Air National Guard) improved internal coordination and information flow, resulting in 8 minutes, 20 seconds of waste per hour eliminated from internal coordination efforts and 13 non-value added steps of a 17-step 'decision-chain' process eliminated. The Sector standardized new procedures, and they are using visual information to maintain their realized efficiencies.

## III. Project Details:

<b>Identify the problem:</b>	A lack of standardized communications flow results in fragmented data processing that is routinely prone to missed/erroneous information being injected into the decision-chain, an increase in redundant work to correct the errors, numerous bottlenecks at the decision-maker level due to unequal workload, and a lack of information accountability for the customer.
<b>Problem statement:</b>	Nearly half of the communication during the 'decision-chain' is non-value added. The internal coordination process seems longer and more cumbersome than it needs to be. We want to eliminate the wasted time and steps in the process by 1 June 2016 .
<b>Improvement description:</b>	The 225 <sup>th</sup> improved internal communication and coordination processes by using Lean tools such as Value Stream Map and Root Cause Analysis to reduce error rates from 6% to .5%; Loss from 9% to 0%; Redundancy from 24% to 10%; and Non-Standardized Format rates from 59% to 2% by 1 June 2016.
<b>Customer involvement:</b>	The 225 <sup>th</sup> convened work groups with stake-holders, process-owners, and end-use customers to identify current state, define the problem, map a desired (future state), design exercises to test procedures, and develop standard work.

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## IV. Project Details:

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"/> <b>Quality</b>	Decreased process inefficiency <b>from 17 steps</b> in the Decision-Chain <b>to 4 steps</b> . Decreased error/loss/redundancy from 39% to 10.5%		Preliminary
<input checked="" type="checkbox"/> <b>Time</b>	Decreased time wasted by 14% for each hour of internal coordination during the Decision-Chain.		Preliminary
<input checked="" type="checkbox"/> <b>Employee Engagement</b>	Decreased non-standard work <b>from 59% to 2%</b> .		Preliminary

## V. Contact information:

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## VI. Optional Visuals:

