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: 225th Air Defense Squadron Internal Coordination

Date improvement project was initiated: 3/1/2016

Project type: New Project

Project is directly connected to: If applicable, specify the alignment:

□ Results Washington performance

measure

Goal 5, outcome measure 1.2 (service reliabilitytimeliness) 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 225th 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:

Identify the A lack of standardized communications flow results in fragmented data processing

that is routinely prone to missed/erroneous information being injected into the problem: 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.

Problem Nearly half of the communication during the 'decision-chain' is non-value added.

The internal coordination process seems longer and more cumbersome than it statement: needs to be. We want to eliminate the wasted time and steps in the process by 1

June 2016.

Improvement The 225th improved internal communication and coordination processes by using

description: 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.

The 225th convened work groups with stake-holders, process-owners, and end-use Customer involvement:

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: (Click those that apply)	Specific results achieved: (Complete the narrative boxes below)	Total Impact: (Actuals; Current Reporting Period)	Results status:
☑ Quality	Decreased process inefficiency from 17 steps in the Decision-Chain to 4 steps. Decreased		Preliminary
	error/loss/redundancy from 39% to 10.5%		
⊠ Time	Decreased time wasted by 14% for each hour of		Preliminary
	internal coordination during the Decision-Chain.		
	Decreased non-standard work from 59% to 2%.		Preliminary
Engagement			

V. Contact information:

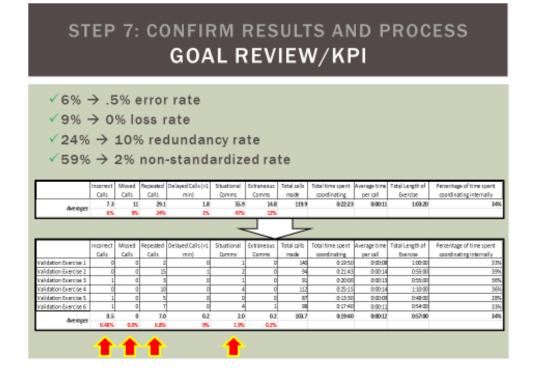
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VI. Optional Visuals:



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