

Strategic Lean Project Report



For Reporting Period: July 1, 2015 – Dec. 31, 2015

I. General Information:

Lead agency name: Washington State Department of Agriculture

Partner agencies:

Improvement project title: IT Purchasing

Date improvement project was initiated: 5/1/2015

Project type: New Project

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan
- Other

If applicable, specify the alignment:

Goal 5: Outcome Measure 2.1

Report reviewed and approved by: Kirk Robinson, Deputy Director

II. Project Summary:

The Washington State Department of Agriculture has improved their IT Purchasing process, resulting in an originally projected time savings of 15 minutes. Reducing the overall IT staff time spent on purchasing from 45 minutes to 30 minutes per item. It standardized the process so the required paperwork is completed and is submitted to Accounts Payable in a timely manner. This project will be tracked to determine actual time savings.

III. Project Details:

Identify the problem: The project team identified when IT items were purchased the process was not always done the same way. In addition, the required paperwork was not always completed or provided to the appropriate parties within required time frames. The team found that often there was a need to track the required paperwork down; this led to even more time spent on paperwork that could have been used in more value added activities.

Problem statement: Currently, it takes 45 minutes to purchase, receive and install an IT item, compared to the target goal of 30 minutes. WSDA wants to achieve this goal by 9/1/2015.

Improvement description: The project team worked together to map out the current state (see visuals) for IT purchasing within WSDA. They analyzed the current state to identify the problem spots. Then the team mapped an ideal state (see visuals) for the same process. Through analysis, the team, determined the steps that were not needed, were in need of reorganization and needed to move to a more appropriate party to ensure that IT team members were doing the value added activities of maintaining IT systems and tools within the organization. The project team then worked to create standard procedures, and identified the individual roles and responsibilities for each

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participant in the process.

Customer involvement: The project team worked with their customers to ensure an understanding of their needs while determining mutually agreed upon expectations that would work within the interim ideal state. They also worked with outside stakeholders to ensure their changes would not negatively impact anything their partners found valuable.

IV. Project Details: *At this time, data is not available for this project.*

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:
X Cost	Decreased from \$21.52 per item to \$5.61 per item.	109 items were purchased between July 1 st , 2015 and December 1 st , 2015 resulting in a savings of \$1,734.00	Final
X Time	Decreased from 45 minutes total process time per item to 20 minutes total process time per item.	25 minute decrease in total process time per item.	Final
X Employee Engagement	Increased employee engagement from not really engaged in the process to excited to learn more about the process and continue cross training.		Final

V. Contact information:

Name: Amy-Jo Shriner

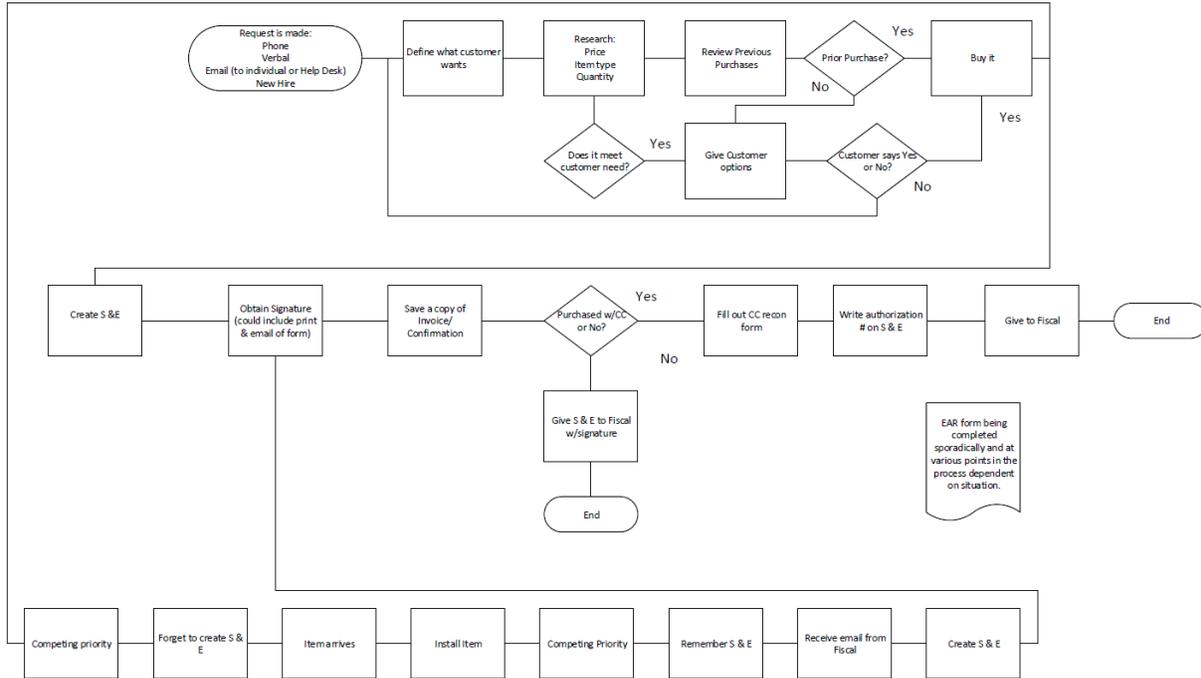
e-mail: ashriener@agr.wa.gov

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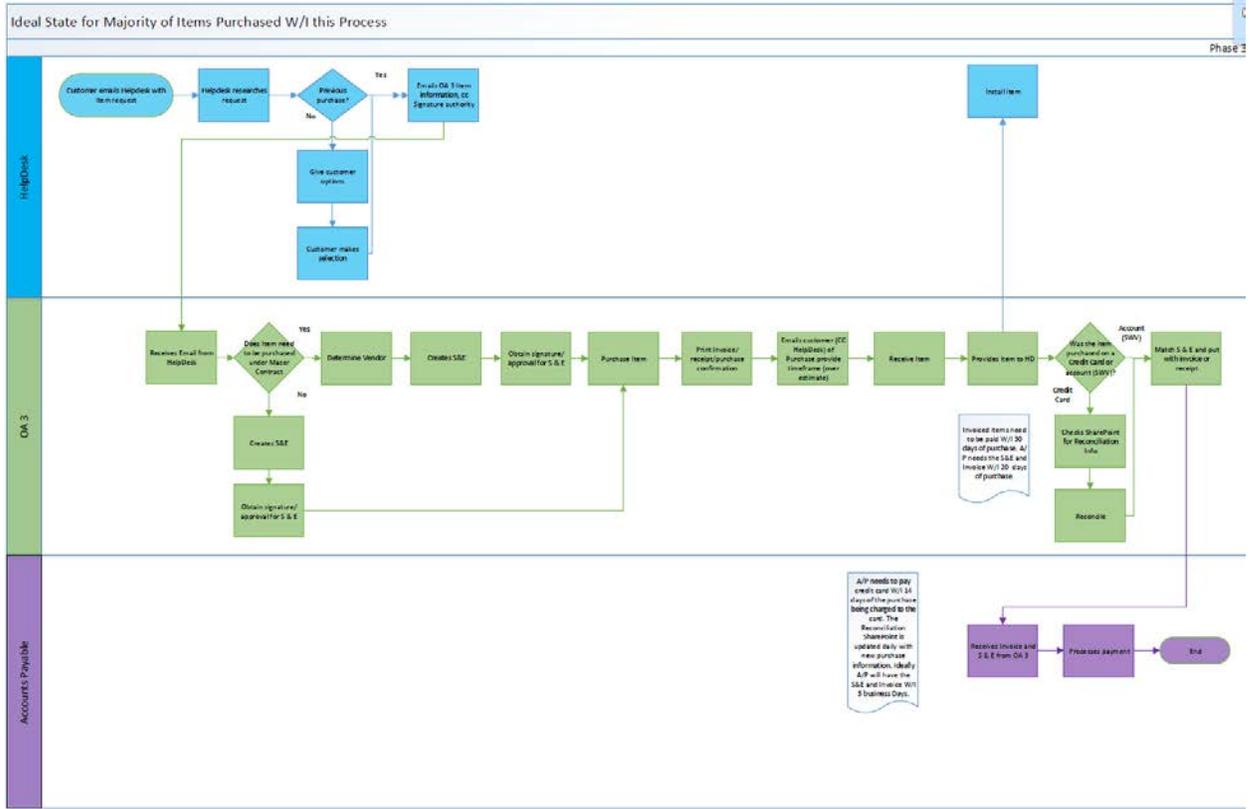
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VI. Optional Visuals: Current State (IT only)



Interim Ideal State



Updated: 5-7-15