

# Strategic Lean Project Report



## Toxicology Case Processing

**Agency:** Washington State Patrol

### Project Impact

The Washington State Patrol improved the Toxicology Case Processing, resulting in decreasing the budget deficit from \$276,000 to \$58,000.

Batch testing provides a more efficient use of state resources. It reduces the number of tests that are performed resulting in a tremendous financial savings. Analysts are required to perform less work to complete their casework; this results in fewer mistakes being made and a higher quality product. In addition, employee morale is greatly improved.

### Project Summary

The Washington State Patrol's Toxicology Laboratory implemented batch testing for casework, resulting in a 46% reduction in assays performed.

Assays were being performed multiple times a month with the sample sizes less than 10 compared to our target of performing an assay one to two times a month with a minimum sample size of 10.

The method of case processing was switched from individuals performing all of the testing for a case to batch testing where multiple analysts may perform testing for a case. Batch testing designated a minimum number of samples that must be tested for an assay to be performed and also designated how many times a month an assay may be performed.

- Decreased the budget
- Reduced the employee time spent conducting assays
- Increased employee's available time

### Project Results



**Cost**

Decreased Budget deficit **from** \$276,000 **to** \$58,000.



For the current reporting period there was a 76% reduction.



**Time**

Decreased Number of assays formed in 4 months **from** 406 **to** 209.



Minimum of 748 hours saved.



**Employee Engagement**

Increased Employee perception of available time **from** 50% favorable **to** 90% favorable.



Employee morale is greatly improved.

### Project Details

**Date improvement project was initiated:** 7/1/2016

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**Report reviewed and approved by:**

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