

Strategic Lean Project Report



Broken Braille Resolution

Agency: Washington State School for the Blind (WSSB)

Partners and Customers: WSSB Ogden Resource Center (ORC) and school districts across the state of Washington.

Project Impact

The WSSB improved our braille storage system, resulting in fewer braille being damaged and increased staff efficiency / quality control.

Students who are blind and visually impaired (BVI) will be guaranteed braille that are in good working condition upon receipt.

Project Summary

School districts across the state of Washington order braille for students who are blind and visually impaired. When the braille were received by the school districts, often times they were damaged and needed to be sent back to the ORC for repair. This new process will greatly increase the probability that the braille will be in good working condition upon receipt.

The ORC has received numerous complaints from its clients that they have been receiving broken braille. Due to this problem, our ORC staff was checking the braille upon receipt and also when they were ready to ship to our customer (due to the storage of the braille in the warehouse). The goal is to decrease the number of broken braille by 95% by November of the 2017-2018 school year.

To better guarantee equipment that is used for students who are blind and visually impaired:

- WSSB staff is adding a rubber band to the carriage of the braille so it is unable to shift or move;
- WSSB staff is adding braille basic care instructions to the inside of each braille box;
- Braille will be stored in their box with foam surrounding and placed upon a shelf until they are ordered.

Project Results



Cost

Increased the cost to store the braille **from \$0 to \$5,700.**



This one-time charge was necessary to guarantee the quality of storage. This will decrease costs related to repair and purchase of new equipment.



Time

Decreased the time it takes for WSSB staff to check in braille and will also greatly decrease the time for our warehouse staff to ship to clients.



Employee Engagement

Increased employee morale and participation by inviting their feedback for the process and thereby streamlining their involvement in the process.



Still in the beginning stages of the project.

Project Details

Date improvement project was initiated: 5/8/2017

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