

Strategic Lean Project Report

Certified Mail Project

Agency: Department of Labor and Industries

Partners and Customers: Victoria Jones, Project Manager; Michelle Schiller, Support Services Executive Sponsor; Nelli Gonzales, Support Services Business Sponsor; John Gray, Support Services Imaging Team A Supervisor; William Hilliard, Imaging Team A Lead; and Team A Staff members, Elizabeth Layburn, King Lai Chan, Ngoc-Kien Nguyen, Lauren Dragovich, and Yen Trinh.

Project Impact

The Team A Imaging Unit within the Support Services program improved a 20 year-old process to pre-scan Certified Mail. Before this change was implemented, Team A typically made 30,000 copies of envelopes each year, at a cost of \$300, and 44 staff hours. Now, over the same time period, staff make 260 copies at a cost of just \$2.60 in paper. This has reduced paper waste by 29,740 sheets, and reduced costs by \$297.40.

Many programs within the agency rely on the Imaging Unit to scan and index incoming mail, electronic faxes, and outgoing correspondence. Eliminating the step of making multiple copies of one envelope reduced the amount of time staff spent at the copy machine and reduced material waste. Staff will have more time to do value added work.

Project Summary

Support Services receives Certified Mail with documents for multiple claim numbers in one envelope from providers. Copies of the same envelope were made for each claim number. Pages relating to an individual claim number and a copy of the envelope are then imaged as one document.

Our goal was to reduce pre-scanning time, the amount of and paper used for copying, and to include the Certified Mail pre-scanning process to the general mail process to make one process for incoming mail. Participating in an improvement process, the Imaging Unit was able to:

- Identify a non-value added step.
- Eliminate making copies of envelopes.
- Reduce time, amount of paper used, and cost of the paper.
- Focus more on value added work.

Project Results



Decreased cost of paper **from 300.00 to \$2.60.**

→ *\$297.40 Decrease*



Decreased amount of paper being copied **from 30,000 to 260.**

→ *29,740 Decrease*



Decreased amount of time staff spent at the copy machine **from 44 hours to 4 hours.**

→ *40 hours Decrease*

Project Details

Date improvement project was initiated: 5/20/2019

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Report reviewed and approved by: Elizabeth Smith, Deputy Director