

# Strategic Lean Project Report

## Asset Inventory Management

**Agency:** Department of Revenue

**Partners and Customers:** Internal process partners and customers participated in the project

### Project Impact

The Department of Revenue improved the process to manage and track agency assets that resulted in 96% inventory accuracy, up from 89% in FY18, and all assets were accounted for. Accuracy means that the asset was in the correct location.

One of Revenue’s values is accountability. It is essential that assets purchased with state taxpayer dollars are accounted for.

### Project Summary

The Department of Revenue manages assets that are a mix of capital assets, small and attractive assets, and computing devices. Revenue tracks movement of assets each time there is a physical change in location or assignment. In FY18 1,500 assets were returned from employees to Information Services and 1,000 assets were sent to employees (end users). Every odd fiscal year Revenue performs a full physical inventory to verify location and assignment of assets. During even fiscal years Revenue performs a spot check inventory.

The accuracy of the physical inventory was 89% in FY18 compared to our target of 100%, which we wanted to reach by 6/1/2019.

A cross-division team improved the process by:

- Enhancing communication around the process and importance of asset management.
- Adding scanners at the secure storage site.
- Creating a secured drop-off area for employees to leave assets.

### Project Results



**Quality**

Increased the accuracy of the inventory **from 89% to 96%**.



*7.8% increase in accuracy.*



**Quality**

Decreased the number of assets unaccounted for **from 6 to 0**.



*There were no missing assets.*



**Time**

Decreased the amount of time to process assets returned to IS **from 1 hour and 53 minutes to 29 minutes**.



*Saved 1 hour 24 minutes per asset or 2,100 hours per year.*



**Time**

Decreased the amount of time to process assets sent to end users **from 8 hours and 43 minutes to 8 hours and 31 minutes**.

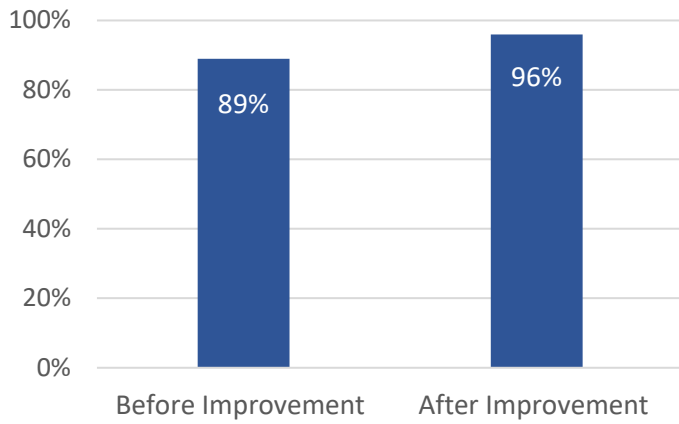


*Saved 12 minutes per asset or 200 hours per year.*

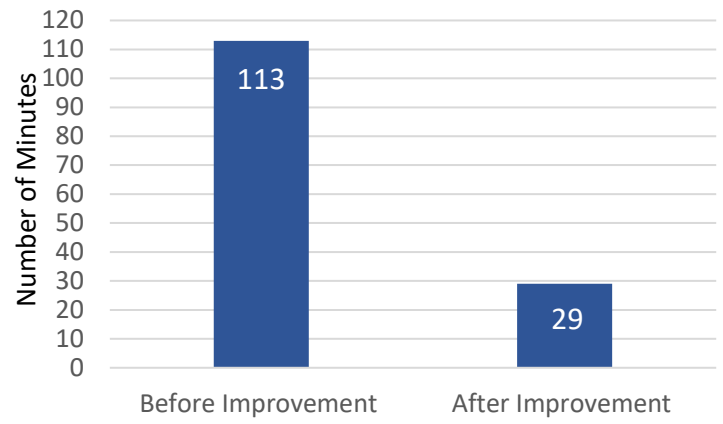
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**Accuracy of Inventory**



**Time to Process Assets Returned to IS (per asset)**



## Project Details

**Date improvement project was initiated: 7/23/2018**

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