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2.1 Supplemental - Increase percentage of projects with measured improvements, as reported in strategic lean project reports, in cost and/or, quality, safety, time, customer satisfaction, employee satisfaction to 100% by December 31, 2015

Reported on: February 1, 2016

## Background: Increase reporting of measureable results

**Approach:** Revise reporting tool, provide support through guidance, and use formal project reports submitted every six months to measure success

### Measure Maturity

Strategic Lean Project Report 

IV. Project Results:

Improved process as measured by: <small>(Click those that apply)</small>	Specific results achieved: <small>(Complete the narrative boxes below)</small>	Total Impact <small>(Actual, Current Reporting Period)</small>	Results status:
<input checked="" type="checkbox"/> Safety	Decreased on-the-job injuries from 8 per month to 2 per month.	72 fewer injuries in 2014	Final
<input checked="" type="checkbox"/> Cost	Avoided an increase in leasing costs from \$X to \$Y.	Avoided an increased cost of \$X.	Preliminary
<input checked="" type="checkbox"/> Quality	Increased successful job searches by Workfirst clients from 39 percent to 41 percent.	1,700 additional clients gained employment.	Final
<input checked="" type="checkbox"/> Time	Decreased the average time required to complete a collision report from 17 minutes to 4 minutes.	Saved 21,667 hours of staff time.	Final
<input checked="" type="checkbox"/> Customer Satisfaction	Increased the percentage of customers rating service "good" or "excellent" on our online form from 32 percent to 58 percent.	N/A	Final
<input checked="" type="checkbox"/> Employee Engagement	Increased the percentage of employees reporting that they felt valued and listened to from 82 percent to 96 percent.	N/A	Final

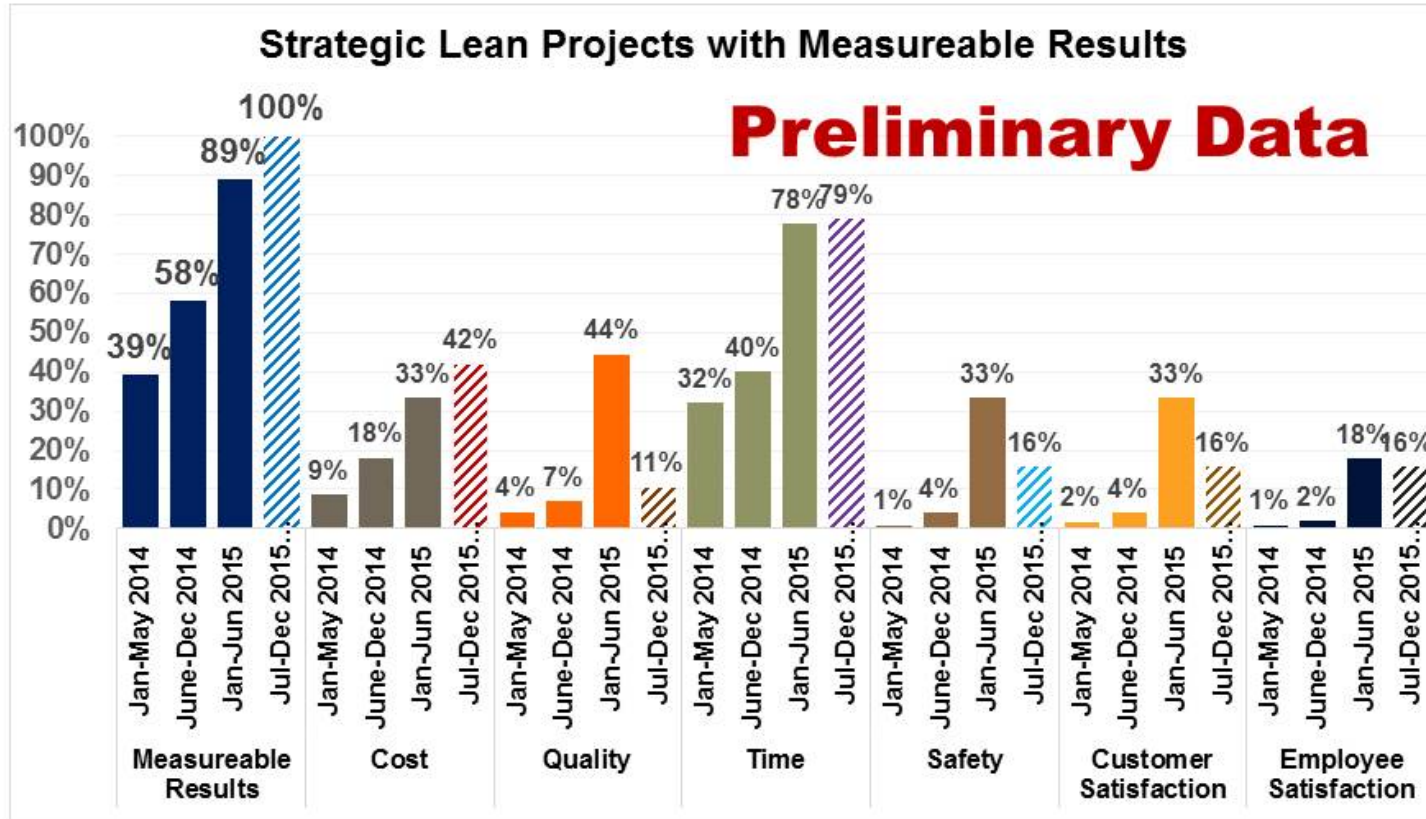
2015

- Improve quality of reporting

2016

- Improve quality of results

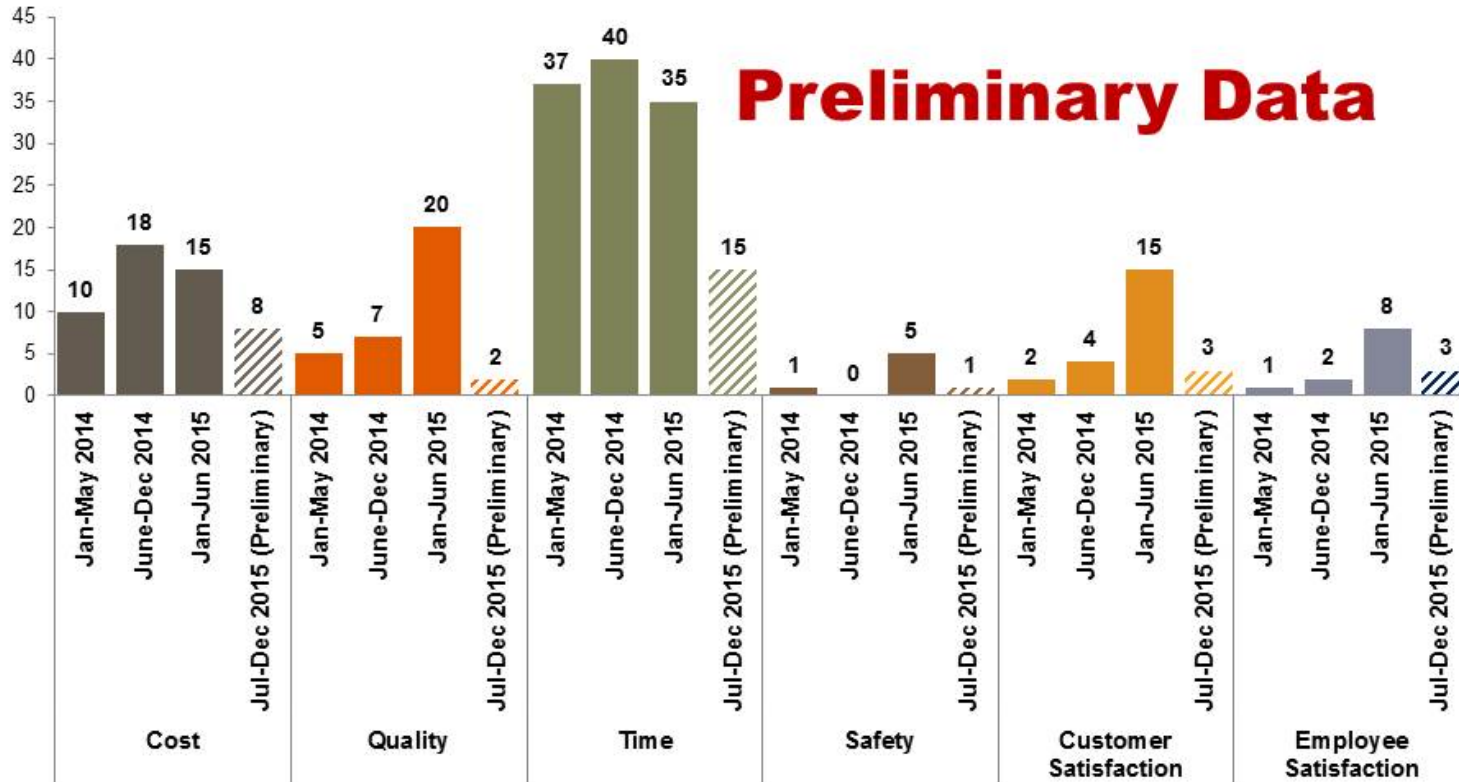
**Current State:** 92% of Strategic Lean Project Reports for 2015 have measurable results



Data as of 1/28/16, 12 agencies have submitted strategic project reports.

**Current State:** 92% of Strategic Lean Project Reports for 2015 have measureable results

**Results by Type of Improvements**

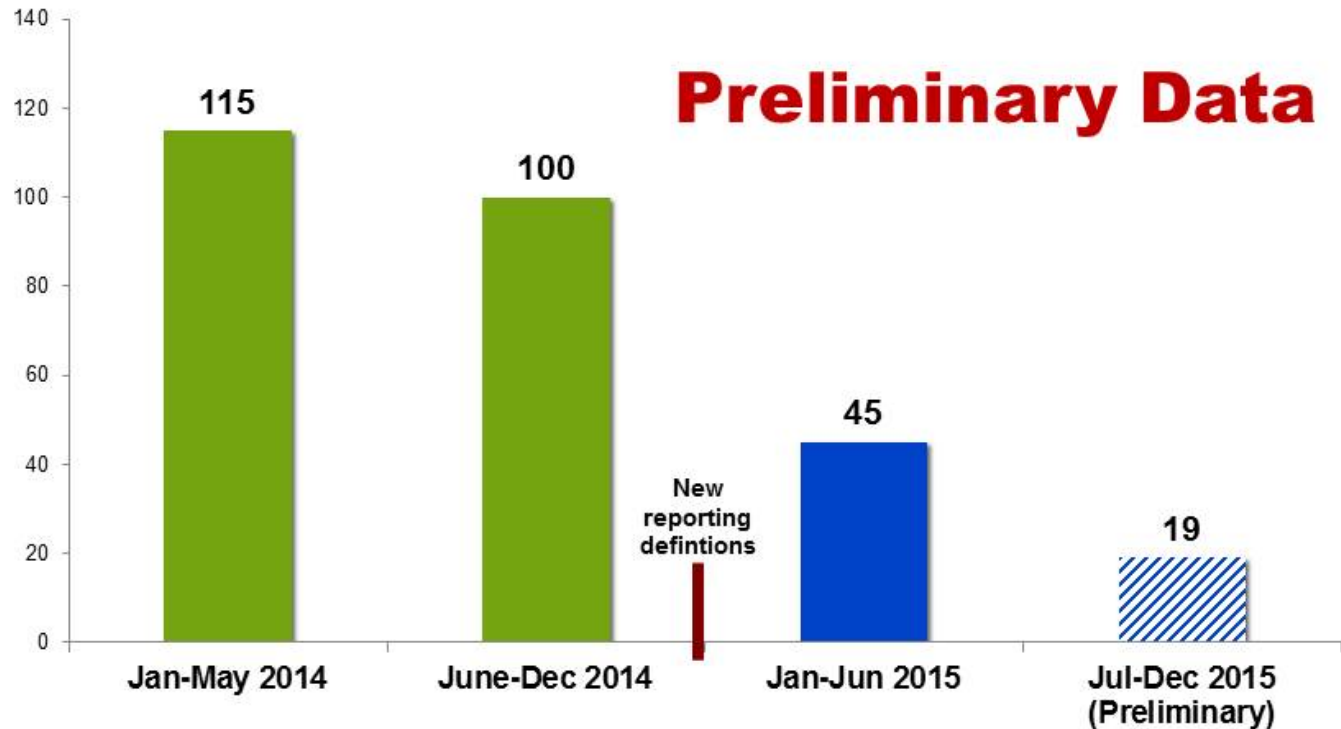


Data as of 1/28/16, 12 agencies have submitted strategic project reports.

**Preliminary Data:** Information will be updated when complete data is available.

**Current State:** 92% of Strategic Lean Project Reports for 2015 have measureable results

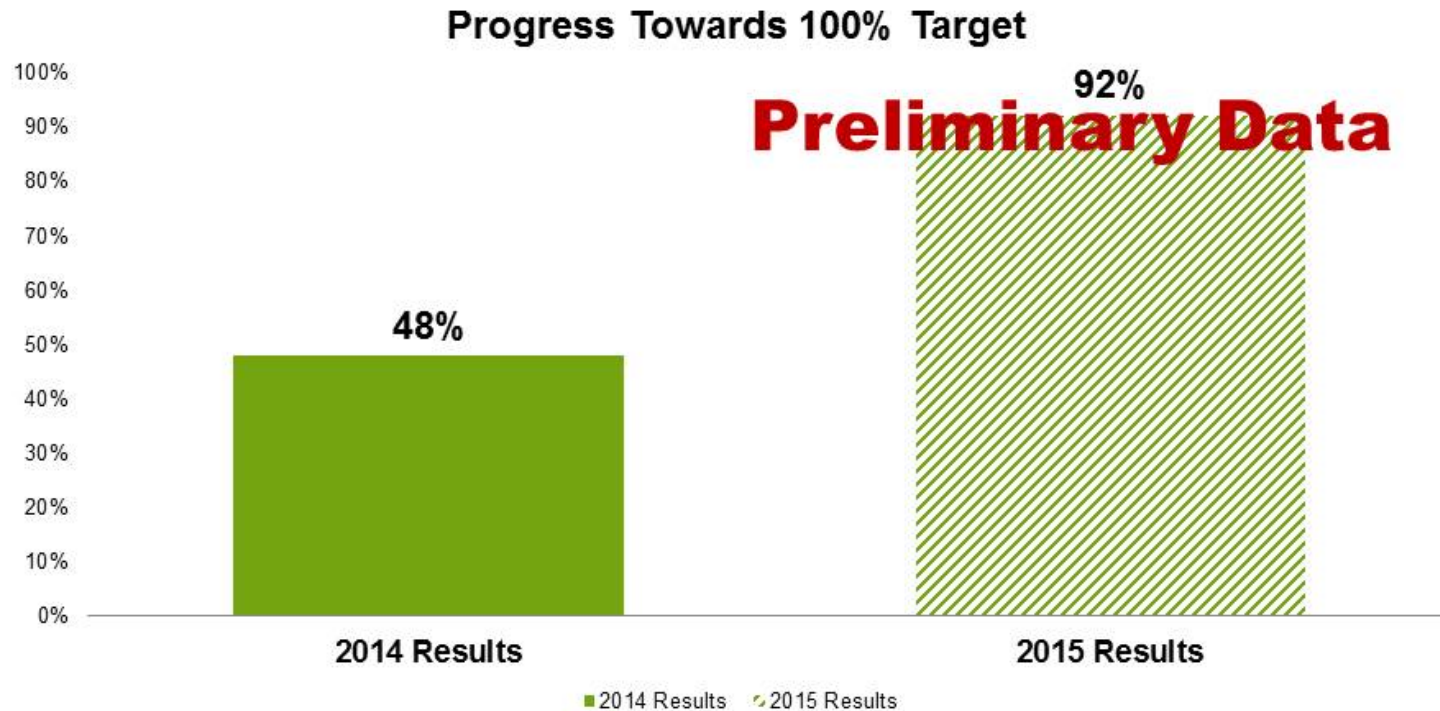
### Number of Strategic Project Reports Decreasing



Data as of 1/28/16, 12 agencies have submitted strategic project reports.

**Preliminary Data:** Information will be updated when complete data is available.

**Problem:** At the end of 2015 we achieved 92% compared to a target of 100%.



Data as of 1/28/16, 12 agencies have submitted strategic project reports.

**Preliminary Data:** Information will be updated when complete data is available.





## **Next Steps**

- Understand why we have a performance gap
- Develop strategies and action plan to close performance gap
- Assess current state of quality of agency reports
- Update measure through 2016
- Identify measure maturity beyond 2016



# Moving the Needle

Lead Agency	Measure	Improvement
OAH	2.1 Increase percentage of projects with measured improvements in cost and/or, quality, safety, time, customer satisfaction, employee satisfaction as reported in strategic lean project reports from 48% to 100% by December 31, 2015	<ul style="list-style-type: none"> <li>• Reduction in reported errors 80% of the time to zero in CY2015.</li> <li>• Reduction of 258.6 hours of staff time in going from a manual calculation to automating reports and auditing the data for integrity.</li> </ul>
MIL	2.1 Increase the % of projects with measured improvements	Refer to supplemental information below.





## Moving the Needle Successes (2015)

- Increased percent of projects with measurable outcomes from 15% to 40%.
- Increased the percentage of state employees who received Lean training by 186%.

## Lean Projects (Calendar Year 2015)

- Initiated: 41
- Completed: 36

## Current High Value Lean Projects

### Working

- State Active Duty Pay Process
- State Active Duty Medical Process

### Completion

January 29, 2016  
  
  
  
  
  
January 29, 2016

## Lean Training (Calendar Year 2015)

Metric	# Complete/ # Goal	%
Basic Lean & Problem Solving	Air: 111/60 Army: 64/60 State: 53/20	Air: 185% Army: 106% State: 265%
Lean Supervisory Training	Air: 23/25 Army: 23/35 State: 41/15	Air: 92% Army: 65% State: 273%
# Facilitators Trained	Air: 10/10 Army: 24/16 State: 7/4	Air: 100% Army: 150% State: 175%
# Facilitators Certified	Air: 6/10 Army: 14/24 State: 6/7	Air: 60% Army: 58% State: 85%

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