

STRATEGIC LEAN PROJECT REPORT

FOR THE JULY 1 THROUGH DECEMBER 31, 2016 REPORTING PERIOD

I. General Information:

Lead agency name: Liquor and Cannabis Board

Improvement project title: **Contract Workload Report**

Date improvement project was initiated: **11/15/2016**

Project type: **New Project**

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan
- Other

If applicable, specify the alignment:

Use existing technology better and modernize technology where needed.

Report reviewed and approved by: **Jim Morgan**

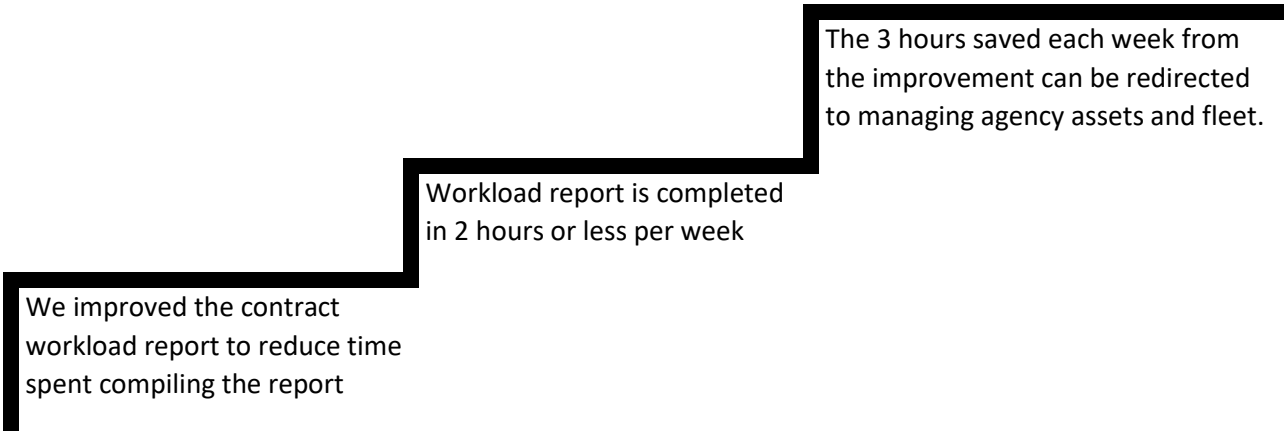
II. Project Summary:

The Liquor and Cannabis Board improved the Contract Workload Report, resulting in reduced steps and reduced time spent on compiling the report.

III. Project Details:

Identify the problem:	Within the Contract Team, one individual compiles a report for the team to work from each week consuming a large chunk of time.
Problem statement:	Currently it takes 33 steps and 5 hours to compile the Contract workload report as opposed to less steps and maximum of 2 hours which I want to achieve by November 30, 2016.
Improvement description:	Research options to add new records without refreshing and compiling the entire data set each week, finds tools to help automate and allow all users to collaborate and contribute reducing the reliance to one team member, reduce wait time while report is compiled.
Customer involvement:	Sought feedback from team members on what fields they would like to change, update or edit. Asked them what worked for them in the current report and what did not.

IV. Impact to Washingtonians:



V. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Time	Decreased time spent compiling report from 5 hours per week to 1.5 hours per week. Decreased steps in the process from 33 to 22.	Actuals	Final

VI. Contact information:

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VII. Optional Visuals: Illustration of the reduction of steps

Before

ECMS Workload report

February 3, 2015



After

ECMS Workload report

November 15, 2016

