

# Strategic Lean Project Report



## Telework

**Agency:** Department of Revenue

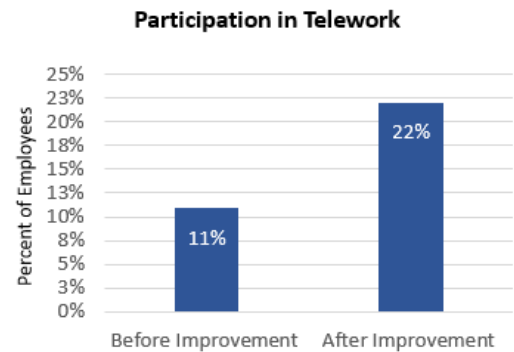
### Project Impact

Revenue improved employee satisfaction with the availability of telework, from 52 percent to 59 percent. Employee participation in telework increased from 11 percent to 22 percent.

When employees are engaged and happy, they provide better service to customers. Happy employees means happy customers.

### Project Summary

The Governor encouraged state agencies to increase the percent of employees who telework. Employees who telework do so at least once every two weeks. Revenue strives to be an employer of choice. Employees were unhappy with the availability of telework.



Fifty-two percent of Revenue employees were satisfied with the availability of telework/flexplace compared to our target of 55 percent, which we wanted to reach by January 2019.

A team of agency leadership, supervisors, managers and line-level employees defined and analyzed the problem, and developed actions to improve telework satisfaction:

- Developed and delivered agency-wide communication sharing the agency’s commitment to telework.
- Developed and delivered division-specific communication sharing the availability of telework.
- Provided additional support and information about telework to supervisors.

## Project Results



### Employee Engagement

Increased employee satisfaction with the availability of telework **from 52% to 59%.**



*The percent of employees teleworking increased from 11% in 2017 to 22% in 2018*

## Project Details

**Date improvement project was initiated:** 5/25/2018

**Project Contact:** Cyndee Baugh

**Email:** Cyndeeb@dor.wa.gov

**Phone:** (360) 596-3631

**Report reviewed and approved by:** Vikki Smith, Director