

# Strategic Lean Project Report



## Spills Program Integrated Information System (SPIIS) Error Rate

**Agency:** Department of Ecology

### Project Impact

The Department of Ecology improved spill response data quality, resulting in an increase in the percentage of incidents entered into the database without errors from 66 percent in the third quarter of 2015 to 78 percent in the second quarter of 2018.

Improving the quality of our spills data benefits Washingtonians because accurate data gives us a greater understanding of oil spill trends and helps us focus on spill prevention. We can also provide more accurate information to our partners and the public about spill risks.

### Project Summary

Ecology uses a system called “SPIIS” to track spills incidents and follow-up activity. When a spill incident occurs, the assigned Ecology spill responder must complete a “Follow-up” page in SPIIS. This wasn’t happening consistently and over time, a backlog of incomplete pages grew. We believe this was due to:

- Employee turnover.
- Employees’ lack of familiarity with data terms.
- Lack of accountability for providing complete data.


A related problem was the use of “other” as the cause of incidents. We knew the term “other” was being overused, because there were other terms that better matched the actual cause(s) of incidents. This made it difficult to provide accurate information to our partners and the public.

Currently, our data error rate is 22 percent compared to our target of 15 percent, which we want to reach by 2020.

To reduce errors in our spills data, we:

- Provide regular data entry trainings for all spill responders, including those who work in other agency programs.
- Developed a report in SPIIS for regional response unit supervisors to review data entry errors with their spill responders.

### Project Results

 <b>Quality</b>	Decreased the data error rate in our SPIIS <b>from 34</b> percent in the third quarter of 2015 <b>to 22</b> percent in the second quarter of 2018.	→	<i>Between the third quarter of 2015 to the second quarter of 2018, we improved the percentage of spill incident records that are error free by 16 percent.</i>
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### Project Details

**Date improvement project was initiated:** 9/30/2015

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