

Strategic Lean Project Report



Loan and Grant Online Community

Agency: Pollution Liability Insurance Agency

Partners and Customers: Owners of petroleum underground storage tank (UST) sites, environmental consultants

Project Impact

The Pollution Liability Insurance Agency improved existing data management and replaced manual processes by converting to a new system with automated workflows, resulting in increased transparency and accessibility to information for our customers and decreased response time to customers.

The implementation of a modern IT solution allows PLIA to securely store and track applicant data for the Loan and Grant Program in a centralized, easily and remotely accessible location. Applicants and their environmental consultants can access and monitor their projects in real-time, and submit requests and documentation online for more timely responses.

The new IT solution allows PLIA to:

- Meet certain statutory requirements, as well as carry out its mission of providing an effective and efficient government funding model to support owners and operators in meeting financial responsibility and environmental cleanup requirements for their UST.
- Respond to customer requests in a timely manner.
- Provide data transparency in an efficient and cost-effective manner to the public.
- Provide customers with access to their information 24 hours a day.

Project Summary

The Agency needed a system to manage information and workflows related to its new Loan and Grant Program including tracking individual loans and grants, project funding sources, infrastructure/construction documentation, cleanup documentation, customer engagement and agency performance. The Agency had no existing IT infrastructure capable of meeting the above needs. In the interim, the Agency used a variety of Excel spreadsheets and paper files.

Processing a loan and grant application can take a minimum of 17 days compared to our target of 7-10 days, which we wanted to reach by 3/31/2019.

To achieve our target of reducing the number of days to process an application, PLIA:

- Established a new IT solution to allow owners to apply to our program online.
- Documented internal business requirements and best practices for consistency.
- Designed automated workflows to improve internal information processing.
- Developed training materials and training opportunities to our key employees and customers.

Project Results



Decreased the number of spreadsheets used to store data **from** over 5 **to** one central location within the IT solution.



Due to the recent deployment of the system, the agency is still gathering information .



Decreased the number of potential errors from duplicate entry.



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Decreased employee time entering information into multiple spreadsheets.



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Decreased processing time of customer applications.



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Customer Satisfaction

Increased customer feedback tracking.



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Project Details

Date improvement project was initiated: 5/31/2017

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