

Detailed Lean Improvement Project Report

For the June 1, 2014, through December 31, 2014, reporting period

Agency name: Department of Licensing

Improvement project title: Weekly Lean Results Wrap-up

Date improvement project initiated: 06/18/14

Summary: The Department of Licensing improved the weekly Lean results wrap-up process resulting in reduced cycle time by 1 hour and 20 minutes each week (from 1 hour and 30 minutes down to just 10 minutes).

Details:

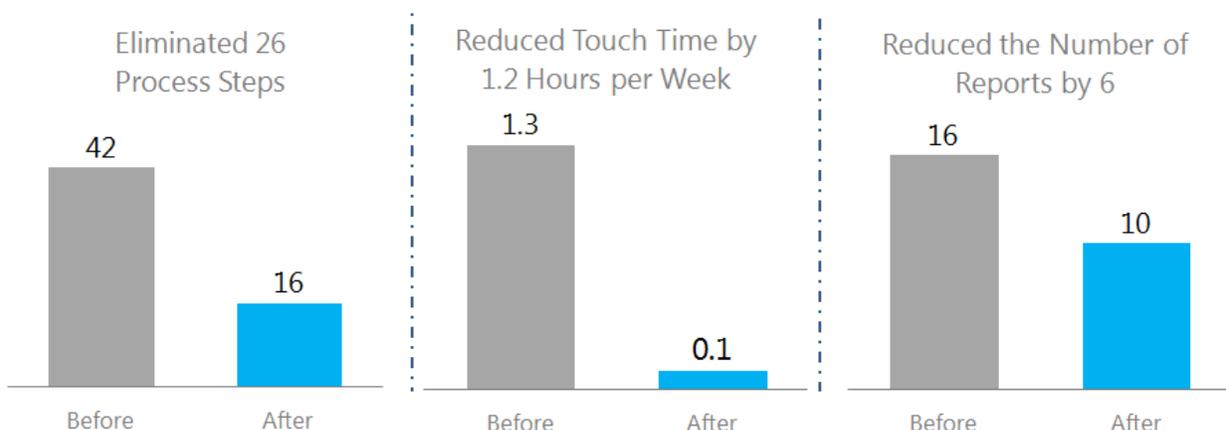
Description of the problem:

- There was no standard process.
- The process was done by one person.
- There was no trained backup.
- The process took a long time each week.
- Customer expectations were unclear.

Description of the improvement:

- Clarified customer expectations on timelines, which resulted in six less spreadsheets each week.
- Automated all manual report processing using an Excel template.

Specific results achieved:



How we involved customers or stakeholders in this effort:

The customer participated in the workshop and provided feedback after implementation.

Contact person:

Noemi LaChapelle, Project Lead