

Strategic Lean Project Report



Streamlining New Employee Orientation

Agency: Washington State School for the Blind (WSSB)

Partners and Customers: Human Resources Department, Payroll and new employees.

Project Impact

The WSSB improved the new employee orientation process, resulting in the amount of time new employees are required to go through the new employee orientation process.

WSSB has enhanced the customer service aspect for new employees in several ways, i.e. issuing the paperwork to new employees prior to new employee orientation, involving the supervisors during the new employee orientation, etc.

Project Summary

One of the problems the WSSB experienced was new employees would make an appointment to go through the plethora of paperwork in order to be on-boarded with our agency. This caused a bottle-neck as new employees were not receiving their personnel numbers, which resulted in them not being ready to hit the ground running with training services, insurance paperwork, etc. Our HR department issued the form that the new employee filled out prior to their new employee orientation, which provided the necessary information to expedite the process.

WSSB's new employee orientation process was taking 3-4 hours compared to our target of one hour or less, which we wanted to reach by 12/31/2017.

The WSSB improved our new employee orientation process by:

- When the new employee shows up for the orientation, which is often their first day on the job, they are prepared to hit the ground running; an example is they will be ready to drive a state vehicle, participate in training for LMS, be set up for payroll, etc.
- Providing the new employee a simple one-page reference which includes a log-in information for new state employees, which greatly expedites the onboarding process.
- The new employees supervisor is now tied into the new employee orientation process, which enables the employee to be ready to go to work immediately following the new employee orientation.

Project Results



Cost

Decreased the number of hours for new employee orientation **from** 3-4 hours **to** 1 hour or less.

→ N/A



Time

Decreased the number of hours for new employee orientation **from** 3-4 hours **to** 1 hour or less.

→ N/A

Project Details

Date improvement project was initiated: 11/1/2017

Project Contact: Anne Baker

Email: anne.baker@wssb.wa.gov

Phone: 360-947-3311

Report reviewed and approved by: Scott McCallum, Superintendent