

Strategic Lean Project Report

Olympia Paperless Project

Agency: Office of Administrative Hearings

Project Impact

The Office of Administrative Hearings (OAH) improved paperless case management, resulting in less money spent on paper, faster access to case files, and more efficient internal processes.

Using electronic case files not only saves Washingtonians tax dollars by reducing the amount of paper printed, but it also improves the internal processes used.

This project aligns with OAH’s [strategic plan](#). Paperless case management is part of the Convenience and Accessibility goal providing secure electronic access using customer-friendly technology. The process improvements also fall under the Performance Excellence goal of providing high quality and timely work.

Project Summary

This project converted the handling of case files from a paper file format to electronic case management. This necessitated many new processes which increased flexibility and improved efficiencies. Previously, when we received files, they were printed and put into a paper file folder. That folder was managed throughout the life of the case and then returned to the referring agency. This project converted the paper file to an electronic file in our case management system. The judges can now see a file anywhere there is an internet connection. If a judge is ill, another can cover the case without needing access to a physical file. The improved processes allow for more efficient handling of cases and allow for more effective teleworking.

OAH used Plan-Do-Check-Adjust (PDCA) methods as the project was rolled out. A pilot group developed and tested the new processes. In the second phase, the project team documented the newly developed processes and delivered detailed training to an expanded group of participants. The third phase implementation, which included the entire field office, went very smoothly because of the solid testing and documentation created by the first two groups and the extensive training offered.

OAH’s Olympia field office managed all cases using paper files compared to our target of managing all of our cases electronically, which we wanted to reach by 10/1/2019.

The Olympia field office improved its processes by:

- Converting all processes to allow for electronic management of files
- Reduced the amount of paper used

Project Results

Time

Decreased or eliminated steps creating paper files or working with paper files **from 20 to 0**.



Removed or altered 20 steps in the case management process to remove paper and manage all files electronically which increased flexibility, accessibility and reduced the amount of time needed to handle a case.

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Project Details

Date improvement project was initiated: 5/1/2019

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