

Strategic Lean Project Report

Heating Oil Scope of Work Approval and Invoice Processing

Agency: Pollution Liability Insurance Agency

Project Impact

The Pollution Liability Insurance Agency (PLIA) improved its Heating Oil Insurance Program's Scope of Work approval and invoice processing, resulting in an elimination of unnecessary steps and reducing staff time from 60 minutes to 45 minutes.

PLIA insures more than 58,000 heating oil tanks throughout Washington State. Owners registered with our Heating Oil Insurance Program can make a claim to clean up contamination if their heating oil tank leaks. PLIA usually processes more than 300 claims a year. Once the agency determines if the owner has a valid claim, the contractor they hire to do the cleanup must complete a site characterization and develop a Scope of Work detailing their proposed cleanup activities and associated costs for approval from the owner and PLIA.

After examining the current state of the program's Scope of Work approval and invoice processing, the project team identified areas of redundancy and inefficiency to eliminate from the process. By removing certain steps, the agency can provide approvals in more of a timely manner, in turn, speeding up the cleanup process for owners.

This project helped to streamline the cleanup process, contributing to the [agency's goal](#) of overcoming cleanup barriers to ensure an efficient, effective and accountable government.

Project Summary

The project addressed the amount of time program staff were spending on Scope of Work approval and invoice processing.

Staff spend 60 minutes on the process for a single claim compared to our target of 30 minutes, which we wanted to reach by 12/31/2019.

To reduce staff time spent on Scope of Work approval and invoice processing, the project team:

- Decreased the number of reviewers.
- Decreased the number of approvals.
- Adjusted staff responsibilities.

Project Results



Time

Decreased staff time spent on Scope of Work approval and invoice processing **from** 60 minutes **to** 45 minutes.



Internal processes are streamlined in order to deliver improved services to customers.

Project Details

Date improvement project was initiated: 3/1/2019

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