

Streamline Trooper Cadet Processing after Hire

Agency: Washington State Patrol

Project Impact

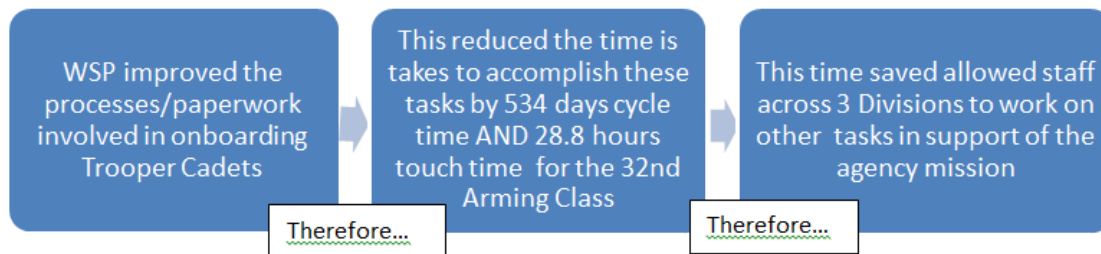
The Washington State Patrol, Human Resource Division improved Trooper Cadet processing, resulting in 28.8 days touch time and 534 days cycle time saved in processing trooper cadet paperwork upon hire.

It takes 5 days to receive the signed Trooper Cadet Special Deputy Orders from the chief's office, compared to our target of 1 day, which we wanted to reach by 9/1/2016.

We process 60 position action requests when hiring trooper cadets for the arming class compared to our target of 10, which we wanted to reach by 3/1/2017.

A Trooper Cadet Badge number is assigned at the time of hire (60 hires per class). The Trooper badge number is assigned when they go to Trooper basic training, compared to our goal of having the Trooper badge number assigned at the time of hire, which we wanted to reach by August 2016.

Impact to Washingtonians:



Project Summary

The paperwork process to onboard Trooper Cadets, once the job offer was made, is lengthy and includes a lot of duplication of work.

The Human Resource Division developed a process map of the Trooper Cadet hiring process and identified three areas where this process can be improved:

- receiving the Special Deputy Orders,
- creating position action requests for each Trooper Cadet hire, and
- assigning the Trooper Cadet badge number.

In Collaboration with our Budget and Fiscal Office, Electronic Services Division, and Training Division we were able to:

- streamline the Special Deputy Orders' process by having them printed and signed all at once rather than individually upon hire,
- eliminate assigning Trooper Cadet numbers by assigning the Trooper number in its place, and
- reduce the number of Position Action Requests processed when hiring for an Arming Class from 60 to 5.

Strategic Lean Project Report



Project Results



Time

Decreased processing of paperwork for Trooper Cadet hires **from** 576 days cycle time (2/3 of processes improve) and 28.8 hours (1/3 of processes improved) touch time **to** 42 days cycle time and 0 hours touch time. .



For the hiring of the 32nd Arming Class:

28.8 Hours Touch Time Saved (Trooper Cadet Badges) AND

534 Days Cycle Time (Special Deputy Orders Processed and Position Action Requests).

Customer involvement: We involved different divisions within the Washington State Patrol, including Budget and Fiscal Services, Training Division, Field Operations Bureau, Property Management Division, Communications Division, and Electronic Services Division, for input on our processes and suggestions on how to make changes. Working with these internal stakeholders ensured that we did not create or push our work off onto the other divisions and allowed us to improve the process for them as well.

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