

# Strategic Lean Project Report

## Purchasing/Receiving/Delivery Process Flow

**Agency:** Washington State School for the Blind (WSSB)

**Partners and Customers:** WSSB Business Office and Warehouse Departments

### Project Impact

The WSSB improved Purchasing/Receiving/Delivery Process Flow, resulting in improved communication between departments on campus.

This project improved efficiencies and communications internally at the WSSB.

### Project Summary

This project was intended to improve communication and work flow between departments on campus.

The Purchasing/Receiving/Delivery Process flow improved:

- Communication between departments on campus
- The efficiency on how deliveries got routed
- All paperwork that the business office receives to complete the purchasing process

### Project Results



**Time**

Decreased the time to submit proper paperwork for payment to the vendor **from 3-5 days to 1-2 days.**



**Customer  
Satisfaction**

Increased staff on campus receiving their orders **from 3-5 days to 1-2 days.**

### Project Details

**Date improvement project was initiated: 3/21/2019**

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**Report reviewed and approved by: Scott McCallum, Superintendent**