



Green Belt Six Sigma Project Report Out

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Ohio EPA

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# STANDARDIZING OHIO EPA'S PUBLIC RECORDS RETRIEVAL – DSW

# OHIO EPA PUBLIC RECORDS LEAN EVENT



- John Crist, Legal - **Sponsor**
- Rich Boudier, Director's Office - **Sponsor**
- Brian Hall, Division of Surface Water - **Sponsor**
- Kevin Fowler - Admin. Officer
- Jeff Boyles, Jeff DeShon, Jason Fyffe and Erin Sherer - Managers
- Kim Lee - Admin. Assistant
- Katrina Peterson - Admin. Professional

# BACKGROUND- SCOPE

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- Variation results in delays fulfilling requests and affects accuracy
- Time, quality, cost and process complexity
- Scope:
  - First Step: Records request received
  - Last Step: Records return to the division

# PROJECT GOALS

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Ohio EPA will reduce response time and improve accuracy for public records request retrieval for the Central Office Division of Surface Water.

Reducing steps, shortening response time, improving quality.

# BASELINE DATA

Microsoft Excel interface showing a spreadsheet with a formula bar and a data table. The formula bar contains the formula: `=IF(OR(ISBLANK(D79),ISBLANK($C79)), "", D79-$C79)`.

The spreadsheet data is as follows:

	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
28	4/15/2015																
29																	
30	4/20/2015																
31	4/20/2015																
32	4/20/2015																
33	4/27/2015							4/29/2015			0						2
34								4/29/2015									
35											0						
36	4/27/2015		4/27/15								0						
37	4/27/2015		4/27/15								0		1	1	2		
38	4/27/2015		4/27/15			4/28/2015					0		1	1	2		
39	4/27/2015						4/28/2015								1		
40	4/28/2015							4/29/2015									1
41								5/4/2015									
42	5/11/2015		5/12/15			5/8/2015	5/8/2015	5/8/2015									
43	5/11/2015							5/11/2015									
44						5/8/2015	5/8/2015										
45	5/11/2015					5/12/2015	5/12/2015	5/11/2015									
46	5/11/2015		5/12/15			5/12/2015	5/12/2015	5/11/2015			1		1	1			
47	5/11/2015		5/11/15								0						
48	5/11/2015		5/11/15			5/12/2015	5/12/2015	5/11/2015			0		1	1	0		
49	5/11/2015							5/11/2015									0
50	5/11/2015		5/11/15			5/12/2015	5/12/2015	5/11/2015			0		1	1	0		
51	5/11/2015							5/11/2015									0
52	5/11/2015					5/12/2015	5/12/2015	5/13/2015					1	1	2		
53	5/11/2015		5/11/15			5/12/2015	5/12/2015	5/13/2015			0		1	1	2		
54						5/20/2015	5/20/2015	5/18/2015									
55							5/20/2015										
56	5/14/2015																
57	5/14/2015		5/19/15			5/20/2015	5/20/2015	5/19/2015			5		6	6	5		

A large blue callout box with a black border is overlaid on the spreadsheet, containing the formula: `L-S: =IF(OR(ISBLANK(D2),ISBLANK($C2)), "", D2-$C2)`.

# DATA COLLECTION PLAN

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- 72 percent of data could not be verified
- Focused on one division
- Improve SharePoint

# HIGH LEVEL PROCESS - SIPOC

## Supplier

## Input

## Process

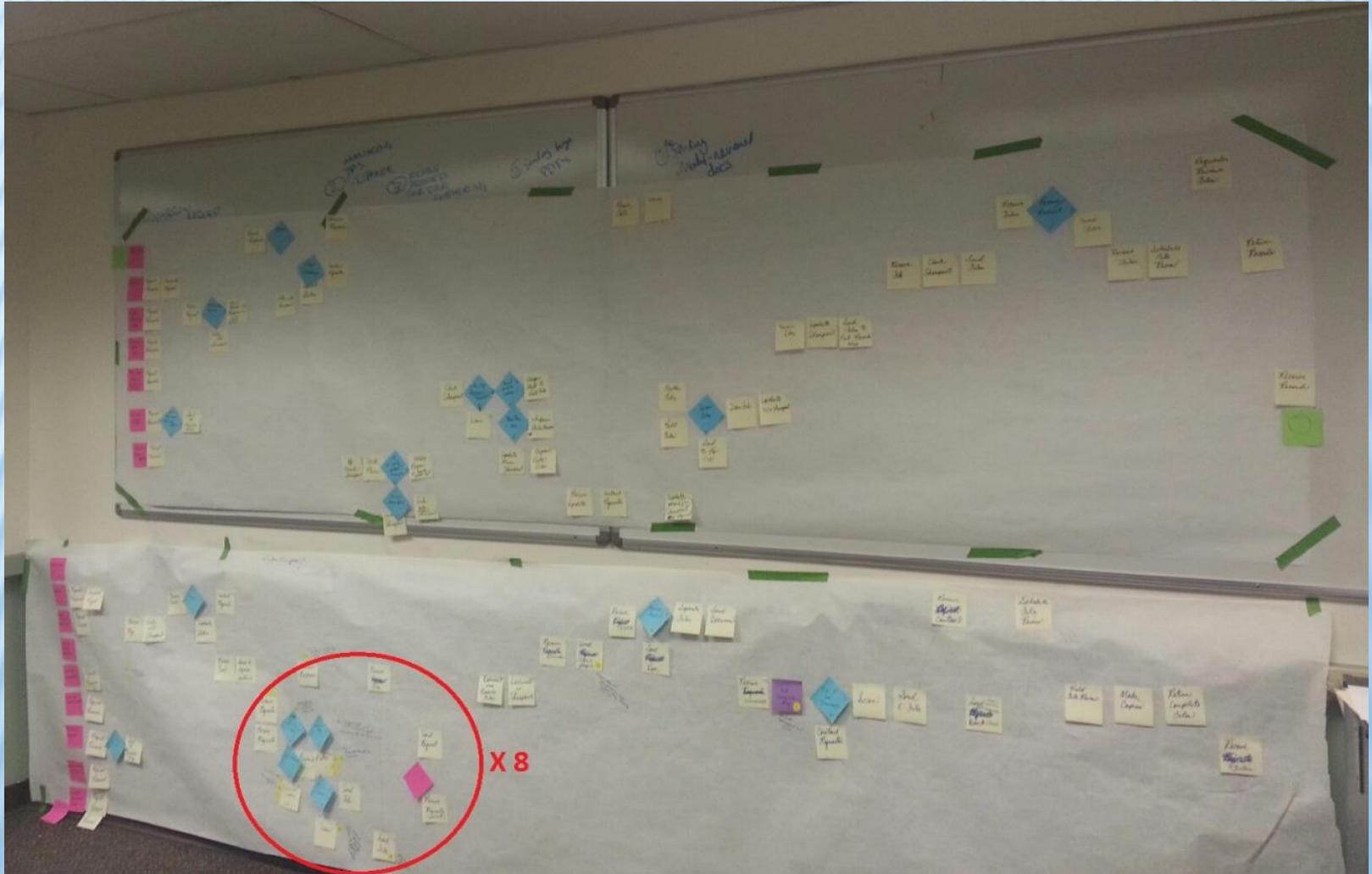
## Output

## Customer

### Records request

DSW AA	Sunshine laws	Incoming request	Documents	Requestor
Requestor	OAC	- RSS feed	Photos	DSW AA
Sections (staff)	ORC	- Direct req.	CDs	Records Officer
Fireproof	Policy (DO)	- Answer Place	No documents email	Director
	Legal	- Web request		Citizens
	Documents	Email managers/supers.		Governor
	Computers	Retrieve records		Media
	Changing technology	Records sent		
	eDocs			
	RSS feed			
	Photos			
	Unusual Media			
	- Napkins			
	- Scraps of paper			
	- microfiche			
	Fireproof			
	Email			
		<b>Return records to division</b>		

# DETAILED PROCESS MAPS



# PROJECT METRICS

Measure	Result		
<b>Waste</b>	Labor savings		
<b>Redirected Hours</b>	1.75-3.75 hours per request		
<b>Cost Avoidance</b>	\$68,601.38		
Measure	Before	After	Difference
<i>[Process Steps]</i>	120	54	66
<i>[Handoffs]</i>	80	27	53
<i>[Decisions]</i>	198	15	193

# PROJECT BENEFITS - INTANGIBLE

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- More satisfied requestors
  - More tailored responses
  - Complete requests delivered together
- Less work pressure/backlog other work
- Happier staff
  - Less time devoted to conducting searches only to say no

# IMPROVEMENT SUMMARY

## Key Issues

Excess handoffs

Tracking was difficult

Unclear when process complete

## How We Improved

Streamlined initial process

New communication implemented

Better tracking allows clear closure of a request

# IMPLEMENTATION PLAN

Task	Who	When	Status
Checklist	Brian	4/29	Complete
SharePoint	John	4/15	Complete
Document SOP	John	4/29	Complete
Alert Staff	Brian	4/8	Complete

# SPECIAL THANKS TO...

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Director Craig Butler

Black Belt Cindy Money

Sponsors:

John Crist

Records Officer Rich Boudier

Assistant Chief Brian Hall

Team Leader: Kevin Fowler

# QUESTIONS/COMMENTS

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