

Lean Ohio Kaizen Event Fact Sheet

Issue: Only 13% of departing employees' exit questionnaires has been submitted since 2013. A more efficient process to acquire the feedback of voluntarily departing employees through the Exit Questionnaire is needed in order to identify improvement opportunities for current BWC employees.

| Department | Change to the process | Metrics | As a Result |
|------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ohio Bureau of Workers Compensation (HR) | Questionnaire given to employees prior to departing and uploaded to SharePoint to make it more accessible. | <ul style="list-style-type: none"> • Number of returned Questionnaires • Length of time taken between employees being sent the questionnaire and the questionnaire being completed and returned. Usability of reports generated from tracking system. | The improved electronic questionnaire process will make the questionnaire available substantially faster, allowing easier access, saving time on filing and storage space. |

| Major Improvements | HOW it was accomplished |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Questionnaire given to employees prior to departing. | Once departing notification received in personnel, an alert is sent to send questionnaire immediately to employee. This will give the employee ample time to fill out the survey before they depart BWC. |
| Less staff time spent in <u>analyzing data</u> , sorting, filing, and maintaining files in storage cabinets. | Upload questionnaire to SharePoint to maintain electronic version of questionnaire. |



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