

Lean Ohio Kaizen Event Fact Sheet

Ohio Department of Administrative Services

Issue: The current agency procurement process is paper driven and lacks standardization between agencies, boards, and commissions. The current process is complex and varied leading to confusion, errors, and extensive processing time on the part of suppliers, end-users, and agency staff.

This Kaizen event was conducted to ensure agency input to document and align agency processes while working toward an enterprise solution and Request for Proposal (RFP) requirements for an e-Procurement system. Six different agencies and one board were present serving as a sample representing the state as a whole.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Administrative Services	Reduced steps from 229 to 70 (69% reduction)	The agency procurement process will be significantly faster once all improvements are implemented.	The State of Ohio will use a standardized electronic process to make plan-to-procure-to-pay practices more strategic, well-coordinated, standardized, and fully adopted across state government.
Agency Procurement Process	Reduced non-standard steps (where agency processes were different) from 52 to 0 (100% reduction)	Less paper for suppliers and State of Ohio and lower cost of business with the state for bidders.	
Aug 29 – Sept 1, 2016	Reduced decision points from 36 to 5 (86% reduction)		

Major Improvement	HOW it was accomplished
Standardized process	Created one standardized and paperless process to better manage procurement across state government.
Increased utilization of technology	Created a process that better utilizes automation and no longer relies on paper requisitions. The updated system will eliminate paper and include electronic signatures.

Current Process Maps



Future Process Map



Team members:

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