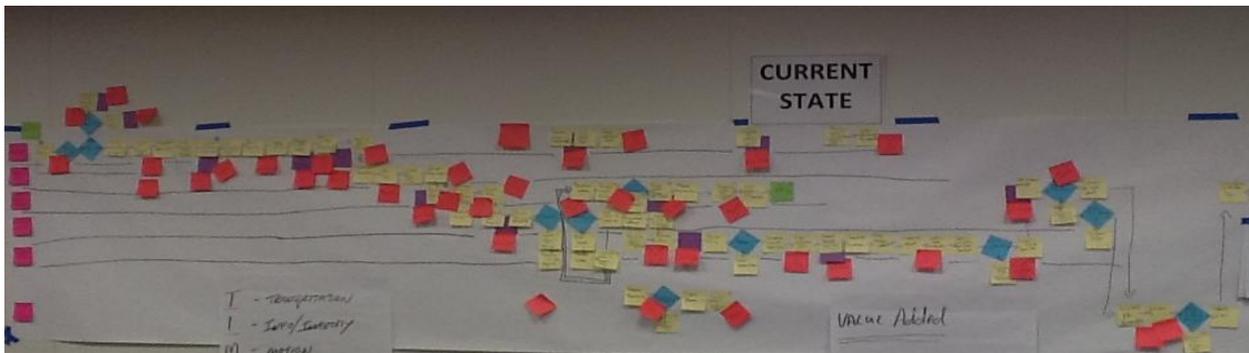


Lean Ohio Kaizen Event Fact Sheet

Issue: To transform the MBE certification process to reduce time and costs.

Department	Changes to Process	Metrics	As a Result
Department of Administrative Services – Equal Opportunity Division (EOD) February 4 to 8, 2013 MBE Certification Program	<ul style="list-style-type: none"> Reduced steps from 84 to 27, a 68% improvement Reduced approval time from (14 to 38 days) to (10 to 20 days) to receive certification, a 47% improvement 	<ul style="list-style-type: none"> Entire process reduced from 26 days to 11 days on average, a 57% improvement Cost savings projected at \$156, 592 a year and hours saved 4,491, a 30% overall time savings (for 8 employees) 	<ul style="list-style-type: none"> Minority businesses will receive certification faster

Major Improvement	HOW it was accomplished
Significantly reduced time for MBE certification	<ul style="list-style-type: none"> Streamlined process
Improved internal and external communication	<ul style="list-style-type: none"> Eliminated multiple reviews Standardized forms / checklists Creation of (super)site One-stop shop
Creation of Minority Owned Business (MOB) certification	<ul style="list-style-type: none"> Created customer focused track



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