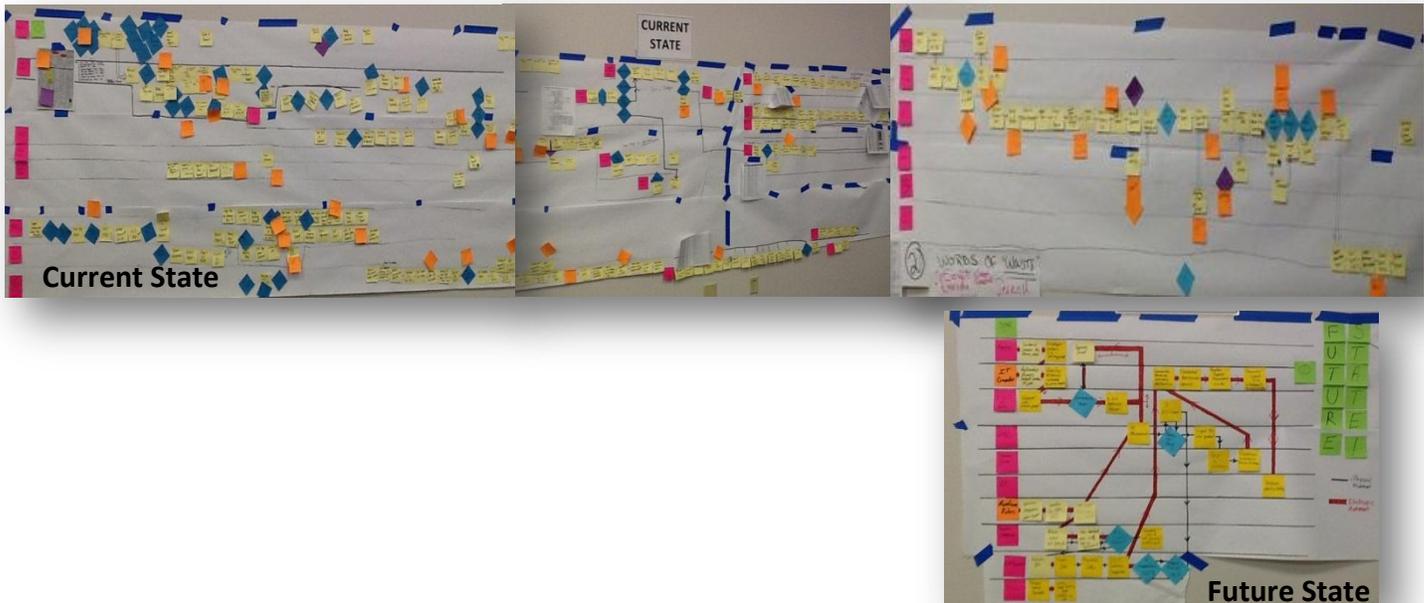


## Lean Ohio Kaizen Event Fact Sheet

**Issue:** To create a more efficient process to determine billing for state printing jobs.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Administrative Services General Services Division Office of State Printing Billing Process April 29-May3	<ul style="list-style-type: none"> <li>Process steps reduced from 307 to 34</li> <li>Decisions reduced from 50 to 5.</li> </ul>	<ul style="list-style-type: none"> <li>Copy Center saves 225 hours per month</li> <li>\$2.8 million in cost avoidance per year</li> </ul>	Customer Agencies will now receive a more accurate and timely bill for their printing job.

Major Improvement	HOW it was accomplished
Redesign of Print Request Order Form	Using customer input and feedback the Print Request Order was Automated entry – “Poke Yoke” form.
Bar Coding of Print Jobs	Utilize current software capability – allowing seamless tracking of print jobs.
Streamline Billing Process	Research current options available and explore enhancements.
Empowering Workers	Reassign responsibilities from managers to appropriate staff levels.



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