

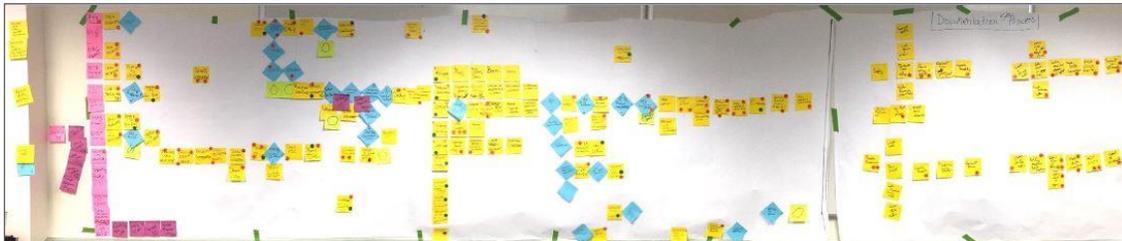
Lean Ohio Kaizen Event Fact Sheet

Issue: The current process for Emergency Response is outdated, and the demands on ER teams as well as the capabilities of local responders have evolved over time.

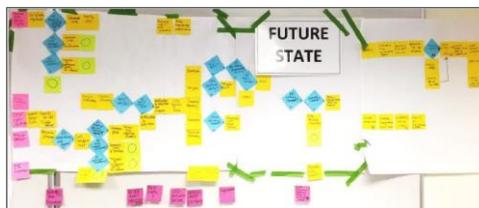
Department	Changes to Process	Metrics	As a Result
Ohio Environmental Protection Agency Emergency Response Process June 22-26, 2015	<ul style="list-style-type: none"> • Reduced steps from 155 to 84 (46% reduction) • Reduced handoffs from 30 to 9 (70% reduction) • Reduced decision points from 29 to 14 (52% reduction) 	The new process redirects nearly 1,000 work hours per year due to efficiency gains in night calls, phone follow-up responses, and cost accounting changes.	Emergency response calls will get to the right responders with greater efficiency and clarity, strengthening the protection of human health and the environment.

Major Improvement	How it was accomplished
Standardization of response across districts	All responses will follow one standard process for multiple critical points in the response process. The new process will use standardized forms, and everyone will have access to the same training. This will ensure clear guidance to the team and clear expectations for EPA partners.
Improved intake process	An internal triage intake will collect critical information within the first few minutes to determine the best placement of resources at the site of the emergency.
Process collaboration	With the elimination of redundant work activities and info-gathering in the process, all levels of emergency response will have the same information -- ensuring a more collaborative process.

Current-state process map



Future-state process map



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