# LEANOhio

Lean Ohio Kaizen Event Fact Sheet

Issue: Accounts Receivable processes vary by agency and payment type.

Department	Changes to Process	Metrics	As a Result
Accounts Receivable Process Standardization February 23-27, 2015	• Reduced steps from 80-157 to 21 steps (74- 87% reduction) • Reduced decision points from 4-24 to 3 (25-88% reduction)	• Variation eliminated through standardization of five processes to one • Per-transaction processing time reduced from a matter of hours to a matter of seconds	1 simple accounts receivable process will become standard practice, replacing 5 separate agency processes

Major Improvement	HOW it was accomplished
One standardized process	Analyzed data, challenges, best practices, requirements of five agencies to redesign one standardized process.
Single point of entry	A shared web-based portal will allow for customers of all participating agencies to utilize a single location for making payments.
Reduced processing time	Through standardization, process step reduction, and use of automation, payment processing time will be drastically reduced; in some cases, payments may be processed instantaneously.

Current Process Map
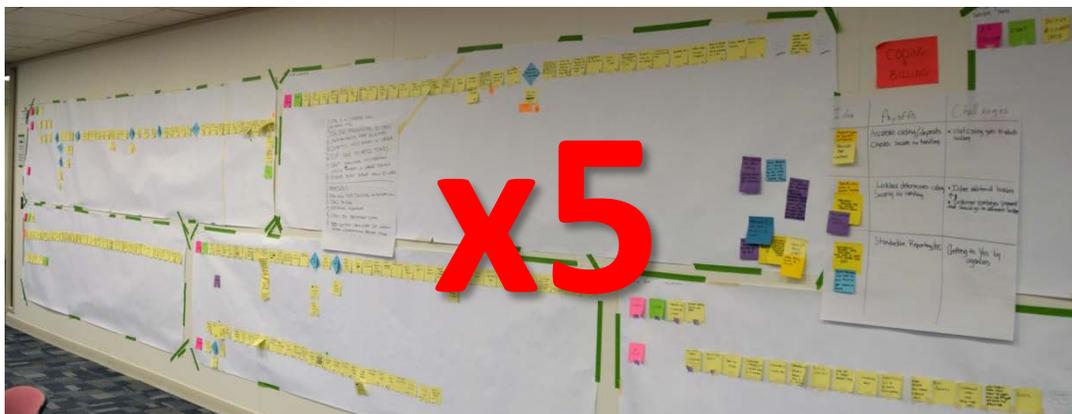
Future Process Map

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