

April 2013 Activity and Results Report

Monthly Summary:

In April, (22 business days) the Lean Ohio Office provided 26 unique services requested by a total of 17 different customer -organizations. This included facilitating a week-long Kaizen event to improve the billing process for state printing that reduced their process time from 19 to 9 days and saved \$2.8 million. The Office trained 53 state employees in Lean Six Sigma skills, graduating 16 “Green Belts” (2 weeks) and 21 “Yellow Belts” (3 days). One red flag remains - agency green belts and black belts not completing their class projects on time. Improvement plans have been implemented.

Progress on Goals:

Topic	This Month (April)	2013 to Date	2013 Annual Goals	Status	Total Since 1/1/11
Major Kaizen Events facilitated by DAS:	1	5	12	on target	32
Average percent of process steps eliminated:	88%	71%	50%	ahead	57%
Percent lead time in processes reduced:	52%	82%	50%	ahead	51%
Projected cost savings:	\$2.8M	\$3.6M	\$10M	on target	\$28.5
Kaizen event follow-up meetings facilitated:	4	8	25	on target	37
Total requests for services completed by Lean Ohio:	26	82	150	ahead	202
Other process improvement events using Lean tools:	4	13	40	ahead	33
Number of miscellaneous meetings facilitated:	3	13	20	ahead	26
Number of Lean Ohio presentations /speeches given:	0	6	6	ahead	12
Customers (organizations) served per month:	17	69	170*	ahead	31**
Average Customer Satisfaction Ratings (1-10 scale)	9.8	9.45	8/10	ahead	9.4
Number of Lean Six Sigma training courses completed:	3	6	8	on target	21
Number of employees attending	52	175	250	ahead	365
Number G/B Belts or Lean Certified graduated:	16	16	75	on target	86
Internal Kaizen events conducted by graduates	1	2	6	on target	5
Other internal improvement efforts by graduates	2	20	80	behind	67
Total major Kaizen Events completed state-wide:	2	7	18	on target	39
Total improvement efforts completed state-wide:	8	49	130	ahead	132

* Goal is to serve average of 15 unique customers/month **Total major agencies served, not repeating

Major Activities Completed in April:

Date	Customer(s)	Activity	Purpose
4/1	Board of Regents	Follow Up Meeting	Conducted a 1 year review of the Regent’s progress implementing improvements from the “ABLE” Kaizen event.
4/1	ODMHAS	Strategic Planning	Developed strategic planning process
4/2,4,11,16	DAS - HRD	Lean Routine	Facilitated improvement of workstation readiness process.

4/2-4	Mental Health, Public Utilities, AG's Office, EPA, Ohio Fire Academy, ODNR, City of Dublin, Health, ODOT, Capital Square Review Advisory board, Commerce, Industrial Commission,	Training	Presented Lean Six Sigma Yellow Belt training for 21 Ohio Certified Public Manager program participants.
4/9	Jobs Ohio and DSA	Follow Up Meeting	Conducted a review of the departments' progress implementing improvements from the "business incentives" Kaizen event.
4/9	EDF	Follow Up Meeting	Conducted a review of the departments' progress implementing improvements from the "reimbursement" Kaizen event.
4/9	Department of Rehab and Corrections	Training	Presented "How to Poka-Yoke a mistake-proof, customer friendly form" class for 15 Corrections participants.
4/12	ODNR	Value Stream Mapping	Organized process for determining as is, desired state and improvement priorities
4/15-19	JFS, ODOT, DAS, Lottery, ODNR, Auditor, Franklin County, MH, Veterans' Services, BWC	Green Belt Training	Completed training for 16 new Lean six sigma "Green Belts."
4/18	Ohio Turnpike Commission	Strategic Planning	Facilitated the Commission's development of Mission, Values and Goals
4/23	MH	Meeting facilitation	Facilitated meeting regarding Opiate Commission.
4/30	Department of Insurance	Follow-up meeting	Conducted a 30 day review of the department's progress implementing improvements from the "complaint process" Kaizen event.
4/29 – 5/3	DAS Printing	Kaizen event	To create a more accurate and timely billing process.