



August 2013 Activity and Results Report

Monthly Summary:

In August Lean Ohio completed 6 major week-long activities, including two Kaizen events, a Production Preparation Process (3P) and three separate weeks of Lean Six Sigma training. August was the busiest training month ever as 19 state employees earned their Green Belts and 39 completed a week of Lean Certification training. The Department of Commerce Kaizen team improved the claim and payment process for unclaimed funds and citizens will now get their money up to 150 days faster. The 3P was used to create a new efficient process for conducting recently required background checks for Medicaid. The Lean Ohio Office completed 22 additional customer requests in August, such as designing and facilitating planning retreats, and leading Kaizen event follow-ups and scoping meetings. The Office also met with 20 organizations interested in partnering to provide Lean training for local government employees, and received approval from the DSA Local Government Efficiency Board to receive \$200,000 to implement the program.

Progress on Goals:

Topic	This Month (August)	2013 to Date	2013 Annual Goals	Status	Total Since 1/1/11
Major Kaizen Events facilitated by DAS:	2	12	12	ahead	39
Average percent of process steps eliminated:	80%	73.7%	50%	ahead	58%
Percent lead time in processes reduced:	86.4%	80.1%	50%	ahead	52%
Projected cost savings:	\$575k	\$125M	\$10M	ahead	\$151M
Kaizen event follow-up meetings facilitated:	5	20	25	on target	54
Total requests for services completed by Lean Ohio:	22	179	150	ahead	299
Other improvement events using Lean tools:	3	26	40	on target	46
Number of miscellaneous meetings facilitated:	3	31	20	ahead	45
Number of Lean Ohio presentations given:	1	11	6	ahead	18
Unique Customers (organizations) per month:	23	17(ave)	15	ahead	32**
Customer Satisfaction Ratings (1-10 scale)	N/A	9.45	8/10	ahead	9.4
Lean Six Sigma training courses completed:	3	18	8	on target	33
Number of employees attending	58	337	250	ahead	527
Number Y/G/B Belts or Lean Certified graduated:	58	85	75	ahead	153
Kaizen events in agencies completed by graduates	0	5	6	on target	7
Other internal improvement efforts by graduates	5	30	80	behind	76
Total major Lean Events completed state-wide:	3	17	18	on target	50
Total improvement efforts completed state-wide:	4	71	130	on target	159

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

Major Activities Completed in August:

Date	Customer(s)	Activity	Purpose / Results
7/28 – 8/2	OBM / DAS and DPS, MHAS, ODH, DRC	Kaizen event	State agencies will be able to process purchase orders for commodities 77% faster, redeploy approximately 170,000 hours of staff time to more value-added activities and save a projected \$67,000 annually in reduced paper costs.
8/5 – 8/9	OBM – Office of Shared Services	Green Belt Training (week 2)	Completed the 2-week Green Belt training for all OSS managers
8/12 – 8/16	ODJFS	Lean Certification Training	Complete a 1-week Lean certification course for employees from ODJFS
8/19-8/23		Green Belt Training – wave 5 (week 1)	Completed the first week of a two-week Green Belt class for employees from multiple agencies.
8/26-30	Department of Commerce / Unclaimed funds	Kaizen event	The team improved the unclaimed fund claim and payment process so that Ohioans can receive their money up to 150 days faster, with a projected savings of \$208,000 by eliminating printing and postage.
8/27-29		Production Preparation Process (3P)	Develop a innovative process for conducting newly required Medicaid background checks

A sample of initiatives and organizations using Lean Ohio resources in August:

- Third Frontier
- Governor’s Cabinet Opiate Action Team
- The Ohio State University
- Department of Commerce
- Ohio Partnership for Excellence
- Governor’s Cabinet Opiate Action Team
- State Medical Board
- Ohio Business Gateway
- Department of Mental Health - Office of Systems Transformation
- DAS IT transformation
- Ohio Rehabilitation Services Commission
- DAS Benefits: Take Charge/Live Well
- OBM - Office of Shared Services
- DSA - Local Government Efficiency Fund
- Ohio Business Gateway
- Ohio Board of Nursing
- DAS HRD metrics
- PUCO
- DSA senior manager strategic planning retreat

