

### Monthly Summary:

In February of 2013 the Lean Ohio Office provided 15 major services for a total of 15 different organizations. The Office facilitated 9 process improvement efforts including 2 Kaizen Events. They resulted in a reduction of an average of 54% of those processes lead time, and saved \$183k. Red flags include falling behind in conducting Kaizen event 30-60-90 day follow-up meetings, and Agency green belts and black belts not completing their class projects.

### Progress on Goals:

Topic	This Month (Feb)	2013 to Date	Annual Goal 2013	Status	Total Since 1/1/11
<b>Major Kaizen Events facilitated by DAS:</b>	2	3	12	on target	29
Average percent of process steps eliminated:	75%	71%	50%	ahead	56%
Percent lead time in processes reduced:	54%	82%	50%	ahead	49%
Projected cost savings:	\$183K	\$523K	\$10M	behind	\$26M
Kaizen event follow-up meetings facilitated:	0	0	25	behind	30
<b>Total requests for services completed by Lean Ohio:</b>	15	31	150	on target	155
Other process improvement events using Lean tools:	7	13	40	ahead	29
Number of miscellaneous meetings facilitated:	4	7	12	ahead	20
Number of Lean Ohio presentations /speeches given:	1	3	6	ahead	9
Total number of customers (organizations) served:	15	20	180*	ahead	29**
Average Customer Satisfaction Ratings (1-10 scale)	9.5	9.33	8/10	ahead	9.4
<b>Number of Lean Six Sigma training courses completed:</b>	0	0	8	behind	15
Number of employees attending	0	0	100	behind	190
Number G/B Belts or Lean Certified graduated:	0	0	75	behind	70
Internal Kaizen events conducted by graduates	0	1	6	on target	4
Other internal improvement efforts by graduates	2	6	100	behind	52
<b>Total major Kaizen Events completed state-wide:</b>	2	4	18	on target	33
<b>Total improvement efforts completed state-wide:</b>	11	23	100	ahead	121

\* Customer goal is 15/month or 180 /year. \*\*Total since 1/1/11 is individual agencies, not repeating

### Major Activities Completed in February:

Date	Customer(s)	Activity	Purpose
2/1	State Medical Board	Kaizen Event report-out	Facilitated meeting to report on Kaizen Team's projected results
2/1, 11, 26.	ODOT	Meeting Facilitations	Facilitated meeting of ODOT managers to determine resource allocation plans for Districts and Central Office
2/4-8	DAS, Development, MBE community	Kaizen Event	Reduced the time and steps required to become MBE certified

2/11	OBM – Value Management Office and DAS –Project Management Office	Value Stream Map	Created a map to reveal the as is state and desired future state for this cooperative project
2/11-15	DRC	Kaizen Event	Reduced time, costs and errors from inmate release process
2/15	OSU Fisher College of Business	Speech	Speech to 120 Senior Business Leaders participating in OSU's Fisher Center for Operational Excellence quarterly professional development seminar.
2/19	ODADAS, MH	Planning Meeting	Discuss methods and resources needed to merge ODADAS and MH.
2/21	DAS - OIT	Survey	Completed survey to collect data for Statewide Data Centers
2/22	Health	Process Map	Created a map of the Vital Records Verification Process to Reduce Rework and Lead Time
2/22	Health	SIPOC	Identify Stakeholders in the Grant Reconciliation Process
2/22	DAS - Training	Process Map	Created a map of the process to schedule, deliver, and follow up on training activities.
2/24	DAS - HR	Lean Routine Meetings (mini-improvement process)	Completed scope and process map for mini Kaizen to ensure workers have tools available at desk as soon as possible
2/25	Ohio Turn Pike Commission	Strategic Planning	Facilitated meeting to help OTPC managers determine mission, vision, values, critical issues and goals
2/27	Health	SIPOC	Identify Stakeholders in the Vital Records Verification Process