



## January 2013 Activity and Results Report

### Monthly Summary of Progress on Goals:

Topic	This Month (Jan)	2013 to Date	Annual Goal 2013	Status	Total Since 1/1/11
<b>Major Kaizen Events facilitated by DAS:</b>	1	1	12	on target	27
Average percent of process steps eliminated:	66%	66%	50%	ahead	56%
Percent lead time in processes reduced:	83%	83%	50%	ahead	48%
Projected cost savings:	\$340k	340K	\$10M	behind	\$26M
Kaizen event follow-up meetings facilitated:	0	0	25	behind	30
<b>Total # of requests for services completed by Lean Ohio:</b>	16	16	150	on target	140
Other process improvement events using Lean tools:	6	6	40	on target	22
Number of miscellaneous meetings facilitated:	3	3	12	ahead	16
Number of Lean Ohio presentations /speeches given:	2	2	6	ahead	8
Total number of customers (organizations) served:	20	20	180*	ahead	26**
Average Customer Satisfaction Ratings (1-10 scale)	9.25	9.25	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	1	1	6	on target	4
Other internal improvement efforts by graduates	4	4	100	behind	50
<b>Total major Kaizen Events completed state-wide:</b>	2	2	18	on target	31
<b>Total improvement efforts completed state-wide:</b>	12	12	100	on target	110

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

### Major Activities Completed in January:

Date	Customer(s)	Activity	Purpose
1/3	Joint Health Commission	Facilitated the Communication Committee Retreat	Created plan, identified and prioritized efforts, and marketed opportunities
1/9	DAS - OIT	Customer Survey	Completed data collection survey for Emergency Service IP Network
1/9	DAS - IT	Customer Survey	Completed data collection survey for 911 County assessment
1/11	OBM –(VMO) Value Management Office, DAS (PMO) Project Management Office	Facilitated the project launch	Improved the integration of Value management and Project management efforts for collaborating on enterprise-wide projects
1/11	Ohio National Guard	Process Map	Developed map of “Procure to Pay” process to reduce variation.

1/12	DRC	Kaizen Event Scope	Created charter for Kaizen future event
1/15	OSU Center for Operational Excellence	Speech	Delivered speech to 40 Business Leaders participating in OSU's Executive Education Breakfast Learning Series on Lean Six Sigma Solutions (see attached)
1/16	EPA, OBM, OSS/ Value Management Office (OBM)	Process Mapping	Developed map of Procurement process between OSS and partners to better understand and reduce variation.
1/17	ODOT	Planning Meeting	Finalized training segments for ODOT Leadership Development Program
1/18	Medical Board	Kaizen Event Scope	Created charter for future Kaizen event
1/18	DRC	Kaizen Event Scope	Created charter for future Kaizen event
1/22	DAS, OAKS, OAKS FIN, OBM, OBM FIN	OAKS FIN Training Position Analysis	Analyzed and drafted hiring recommendations for OAKS FIN training position request
1/23	Rehabilitation Services Commission	FMEA Training and Process Mapping	Taught FMEA tool to RSC Green Belt project team and facilitated clean sheet redesign (process mapping) for Green Belt project
1/24	15 Cabinet Agencies	Focus Group	Facilitated focus group of agency Lean Liaisons to get feedback and recommendations on developing the Lean network and usage of social media
1/25	ODADAS, ODJFS, Aging, MH,	Value Stream Map	Developed plans for long term service and support access consistent in multiple agencies
1/25	DRC	Presentation	Presented Lean Ohio & Kaizen overview to ODRC staff in "town hall meeting."
1/28 - 31	DAS IT and state IT community	Planning Conference Facilitation	Assisted with planning for implementing IT transformation enterprise-wide.
1/28 – 2/1	State Medical Board	Kaizen Event	Reduced the time and costs to resolve complaints about medical professionals