



July 2013 Activity and Results Report

Monthly Summary:

In July two major Kaizen events were completed - one by ODJFS to improve the compliance audit process, and one for the Ohio Board of Tax Appeals. ODJFS will now be able to complete three times as many audits in the same time frame and audits will now meet accreditation standards. The Tax Appeal Board improved the process for writing home appraisal decisions by reducing 73% of the steps in the process, and identifying and removing 75 points of waste. They reduced the time for customers to obtain tax appeal decisions by 245 days and are projected to save over \$30,000 annually in office costs and paper reduction. The Lean Ohio Office completed 21 additional customer requests in July, including Kaizen event follow-ups, scoping meetings for new events, creating value stream maps of larger systems, teaching a new course in how to create mistake-proof, customer friendly forms and helping deliver Black Belt training at Cintas Corporation. The Office also began working in partnership with DSA to implement new legislation for promoting Lean and Six Sigma to local government.

Progress on Goals:

Topic	This Month (July)	2013 to Date	2013 Annual Goals	Status	Total Since 1/1/11
Major Kaizen Events facilitated by DAS:	1	10	12	on target	37
Average percent of process steps eliminated:	73.5%	72.8%	50%	ahead	57%
Percent lead time in processes reduced:	45.3%	79.9%	50%	ahead	51%
Projected cost savings:	\$21.8K	\$124.3	\$10M	ahead	\$150M
Kaizen event follow-up meetings facilitated:	5	20	25	on target	49
Total requests for services completed by Lean Ohio:	21	157	150	ahead	277
Other improvement events using Lean tools:	2	23	40	ahead	43
Number of miscellaneous meetings facilitated:	4	29	20	ahead	42
Number of Lean Ohio presentations given:	1	11	6	ahead	17
Unique Customers (organizations) per month:	21	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:	2	15	8	on target	30
Number of employees attending	19	279	250	ahead	469
Number Y/G/B Belts or Lean Certified graduated:	0	36	75	on target	106
Kaizen events in agencies conducted by graduates	1	5	6	on target	7
Other internal improvement efforts by graduates	0	25	80	behind	71
Total major Lean Events completed state-wide:	2	15	18	on target	47
Total improvement efforts completed state-wide:	4	71	130	on target	154

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

Major Activities Completed in July:

Date	Customer(s)	Activity	Purpose / Results
7/15-19	Board of Tax Appeals	Kaizen event	Ohio taxpayers and home owners will obtain critical tax appeal decisions an average of 245 days faster by reducing the complexity of the decision writing process for home appraisals.
7/1	Department of Development Services	“Poka Yoke a Customer-Friendly Form” work session	Create government forms that can be completed correctly the first time and are less frustrating for customers.
7/25	OBM – Office of Shared Services	Value Stream Map	Create a visual of bigger processes or systems to identify how the parts interact and identify and prioritize opportunities for improvement events.
7/26	11 agencies	Green Belt Organization meeting	Preparation for next wave of Green Belt training

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

- Department of Commerce
- Ohio Partnership for Excellence
- Cintas Corporation
- Bureau of Workers’ Compensation Employer Services Retreat
- Governor’s Cabinet Opiate Action Team
- State Medical Board
- ODOT Leadership Training
- DAS – state printing
- Ohio Business Gateway
- Department of Mental Health - Office of Systems Transformation
- DAS HRD metric creation initiative
- Ohio Rehabilitation Services Commission
- Ohio Department of Jobs and Family Services
- DAS Benefits: Take Charge/Live Well
- OBM - Office of Shared Services
- DSA - Local Government Innovation Fund
- Lt. Governors Common Sense Initiative Office