

JUNE 2013 Activity and Results Report

Monthly Summary:

In June Lean Ohio completed four major week-long improvement efforts - one Production Preparation Process (3P) for creating a new process and three Kaizen events for improving old ones. When implemented, the improvements are projected to save \$124 million annually. The Office completed 21 additional customer requests in June, including Kaizen follow-ups, scoping meetings for new events and less complex “Lean Routine” process improvement projects. Highlights include working in partnership with OCSEA / AFSCME to hold a two-day Lean conference, and presenting webinars outlining Lean results in Ohio for two organizations – the Partnership for Excellence and MoreSteam. The only red flag is due to being behind in Green and Black Belt project completion.

Progress on Goals:

Topic	This Month (June)	2013 to Date	2013 Annual Goals	Status	Total Since 1/1/11
Major Kaizen Events facilitated by DAS:	3	9	12	on target	36
Average percent of process steps eliminated:	73.1%	72.7%	50%	ahead	57%
Percent lead time in processes reduced:	66.1%	81.8%	50%	ahead	51%
Projected cost savings:	\$120M	\$124.3	\$10M	ahead	\$150M
Kaizen event follow-up meetings facilitated:	4	15	25	on target	44
Total requests for services completed by Lean Ohio:	25	136	150	ahead	256
Other improvement events using Lean tools:	5	21	40	ahead	41
Number of miscellaneous meetings facilitated:	4	25	20	ahead	38
Number of Lean Ohio presentations given:	2	10	6	ahead	16
Unique Customers (organizations) per month:	18	17(ave)	15	ahead	31**
Customer Satisfaction Ratings (1-10 scale)	9.5	9.45	8/10	ahead	9.4
Lean Six Sigma training courses completed:	8	14	8	on target	29
Number of employees attending	85	260	250	ahead	450
Number Y/G/B Belts or Lean Certified graduated:	0	36	75	on target	106
Kaizen events in agencies conducted by graduates	1	4	6	on target	6
Other internal improvement efforts by graduates	4	25	80	behind	71
Total major Kaizen Events completed state-wide:	4	13	18	on target	45
Total improvement efforts completed state-wide:	13	67	130	on target	150

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

Major Activities Completed in June:

Date	Customer(s)	Activity	Purpose / Results
6/3-7	Development Services -	Kaizen event	Energy Assistance Clients will receive credits for utility bills up to 12 weeks faster– keeping the lights on!

6/10-14	Mental Health – North Coast Behavioral Center	Kaizen event	Overall patient length of stay will be decreased and Forensic Admissions will be processed faster resulting in expedited mental health treatment for patients.
6/11	Lt. Governor / Small Business Association	Presentation	Delivered an overview of Lean Ohio and discussed how our two organizations could work even closer together to reduce the complexity of regulations.
6/17-21	Lean in Local Government Initiative	Production Preparation Process (3P)	Created elements of a new process for assisting state and local government entities learn and use Lean Six Sigma to improve services.
6/20	Partnership for Excellence and member organizations	Training - Webinar	Presented an on-line webinar outlining Ohio's plans, progress and results implementing Lean Six Sigma to improve state government services.
6/24-28	Office of Health Transformation / Mental Health	Kaizen event	Ohio Medicaid consumers will receive invaluable medical services 10 days faster with a leaner process.
6/25	MoreSteam and national audience	Training - Webinar	Presented an on-line webinar outlining Ohio's plans, progress and results implementing Lean Six Sigma to improve state government services.

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

- Governor's Cabinet Opiate Action Team
- State Medical Board
- BWC Employers Specialists Workshop
- Ohio Business Gateway
- Department of Mental Health - Office of Systems Transformation
- DAS strategic planning/metric creation initiative
- Ohio Rehabilitation Services Commission
- DAS Benefits: Take Charge/Live Well
- OBM - Office of Shared Services
- Lt. Governor's Office
- DAS IT Transformation
- Common Sense Initiative / Small Business Association
- HR Administrative document management/retention process
- Local Government Innovation Fund