



## March 2013 Activity and Results Report

### Monthly Summary:

In March of 2013 the Lean Ohio Office provided 20 major services for a total of 23 different customer - organizations. The Office trained 53 state employees in Lean Six Sigma skills, graduated 16 as “Lean Certified”, and facilitated 1 Kaizen event which resulted in a reduction of 67% of that processes lead time and saved \$253k. One red flag was removed in March as all Kaizen event follow up meetings are now up to date for 2013 teams. One red flag remains for agency green belts and black belts not completing their class projects.

### Progress on Goals:

Topic	This Month (March)	2013 to Date	2013 Annual Goals	Status	Total Since 1/1/11
<b>Major Kaizen Events facilitated by DAS:</b>	1	4	12	on target	31
Average percent of process steps eliminated:	23 – 32%	62%	50%	ahead	56%
Percent lead time in processes reduced:	67%	82%	50%	ahead	49%
Projected cost savings:	\$253k	\$775K	\$10M	behind	\$26.7
Kaizen event follow-up meetings facilitated:	4	4	25	behind	34
<b>Total requests for services completed by Lean Ohio:</b>	21	56	150	on target	176
Other process improvement events using Lean tools:	0	13	40	ahead	29
Number of miscellaneous meetings facilitated:	3	10	20	ahead	23
Number of Lean Ohio presentations /speeches given:	3	6	6	ahead	12
Customers (organizations) served per month:	22	17.3	15*	ahead	31**
Average Customer Satisfaction Ratings (1-10 scale)	9.6	9.33	8/10	ahead	9.4
<b>Number of Lean Six Sigma training courses completed:</b>	3	3	8	on target	18
Number of employees attending	123	123	250	ahead	313
Number G/B Belts or Lean Certified graduated:	16	16	75	on target	86
Internal Kaizen events conducted by graduates	0	1	6	on target	4
Other internal improvement efforts by graduates	6	18	80	behind	65
<b>Total major Kaizen Events completed state-wide:</b>	1	4	18	on target	34
<b>Total improvement efforts completed state-wide:</b>	7	41	130	ahead	128

\* Goal is to serve 15 unique customers/month \*\*Total individual agencies served, not repeating

### Major Activities Completed in March:

Date	Customer(s)	Activity	Purpose
3/4 - 8	Lottery, MH, ODOT, ODNR, Veterans' Services, ODJFS, Franklin County JFS, Auditor, BWC, DAS.	Green Belt / Lean Boot Camp Training	Instructed a week-long “Lean Boot Camp” training session for 16 participants, which is the first week in a 2-week Green Belt class.

3/11	ODOT, Auditors, Tax, DSA, Aging, JFS, Public Safety	Training	Facilitated a panel discussion of public and private sector Lean experts to train 18 state employees.
3/11	State Auditor, Public Safety, DAS, Aging,	Results report-out	Facilitated meeting where 9 new Green and Black Belts reported on the results of their class projects
3/11, 29	Mental Health / Addiction Services	Consultation	Assist with designing a strategic planning process
3/12	NW Community College / Ohio Lean consortium	Speech	Presented a speech on Ohio's Lean Ohio efforts to 40 members of the Ohio Lean consortium
3/13	OBM	Presentation	Provided a Lean Update presentation for 50 OBM managers
3/13	Aging	Scoping Meeting	Determined the most appropriate Lean tool and timeframe to work with multiple agencies to improve the waiver process
3/13	Insurance	Kaizen Event scope	Created a charter for a future Kaizen Event
3/14	Bowling Green State University	Speech	Delivered a speech about Lean in Government to 40 Public Officials attending the BGSU Firelands @Huron Leadership Academy
3/19, 21	DSA – Technology Division	Meeting Facilitation	Facilitated Community engagement forums in Dayton and Toledo to engage local stakeholders in developing a set of recommendations to aid the regional Enterprise Signature Program (ESP) to develop plan for FY 14
3/19 and others	DRC, MBE, Medical Board	Kaizen Event Follow Ups	Facilitated 30 day follow up to ensure implementation of Kaizen Event improvements
3/21	ODOT	Training	Trained 90 ODOT managers in the topics of "Leadership" and "Emotional Intelligence".
3/25 - 29	Insurance	Kaizen Event	Facilitated week-long effort to reduce time, waste and costs from the Department of Insurance process to license Ohio individuals and business entities.
3/27	DAS - HR	Pre Scope Meeting / Consultation	Determined the most appropriate tools and timeframes to improve a variety of DAS HR processes.