



MAY 2013 Activity and Results Report

Monthly Summary:

In May the Lean Ohio Office completed 4 process improvement projects, conducted 3 follow-up meetings to track and support progress of past improvement efforts, and consulted with 9 organizations preparing for future improvements. This included a week-long Kaizen event to improve the Health Home Certification process for Mental Health. Lead time to get certified was reduced by 83% and the team saved \$52K. The Office also facilitated 8 miscellaneous meetings, conducted a two-day Lean training session for 20 participants of the Association of Government Accountants, completed the first week of Green Belt certification for 20 OSS staff and delivered 2 major speeches. Highlights include a state government Kaizen team presenting at the Honda Lean Network 11th annual conference, and an excellent article about Lean Ohio results being published in The Hanna Report.

Progress on Goals:

Topic	This Month (May)	2013 to Date	2013 Annual Goals	Status	Total Since 1/1/11
Major Kaizen Events facilitated by DAS:	1	6	12	on target	33
Average percent of process steps eliminated:	78%	77%	50%	ahead	57%
Percent lead time in processes reduced:	83%	82%	50%	ahead	51%
Projected cost savings:	\$52K	\$3.6M	\$10M	on target	\$29
Kaizen event follow-up meetings facilitated:	3	11	25	on target	40
Total requests for services completed by Lean Ohio:	29	111	150	ahead	231
Other process improvement events using Lean tools:	3	16	40	ahead	36
Number of miscellaneous meetings facilitated:	8	21	20	ahead	34
Number of Lean Ohio presentations /speeches given:	2	8	6	ahead	14
Customers (organizations) served per month:	15	84	170*	ahead	31**
Average Customer Satisfaction Ratings (1-10 scale)	9.8	9.45	8/10	ahead	9.4
Number of Lean Six Sigma training courses completed:	3	6	8	on target	21
Number of employees attending	52	175	250	ahead	365
Number G/B Belts or Lean Certified graduated:	20	36	75	on target	106
Kaizen events in agencies conducted by graduates	1	3	6	on target	6
Other internal improvement efforts by graduates	2	20	80	behind	67
Total major Kaizen Events completed state-wide:	2	9	18	on target	41
Total improvement efforts completed state-wide:	5	54	130	on target	137

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

Major Activities Completed in May:

Date	Customer(s)	Activity	Purpose
5/1-3	DAS – State printing	Kaizen event	To create a more accurate and timely billing process.

5/2, 10, 13	DAS IT	Process Mapping	
5/6	Public Safety - BMV	Process Improvement follow up meeting	Conducted a review of the departments' progress implementing improvements from the "auto dealer licensing" Kaizen event.
5/7	MH	Training	Trained 20 people in how to Poka-Yoke a mistake-free customer-friendly form
5/16	The Honda Lean Network – more than 60 companies that manufacture parts for Honda plus other conferences participants	Keynote Speech	Provided an overview of Ohio's Lean Ohio initiative to about 250 participants attending the Lean Network annual conference
5/17	DAS HR	Process Improvement Follow Up Meeting	Conducted a review of the departments' progress implementing improvements from the "Employee readiness " Lean Routine event.
5/20 - 21	Association of Government Accountants	Training	Provided basic Lean Six Sigma to _ members of the AGA.
5/23	DODD	SIPOC	
5/23	OBM, DPS, MH, (county and state) Health, Corrections	Value Stream Map	Organized process for determining as is, desired state and improvement priorities
5/16, 20-13	OBM – Shared Services	Green Belt training	
5/20 - 24	MH	Kaizen Event	
5/28	MBE +	Process Improvement Follow Up Meeting	Conducted a review of the departments' progress implementing improvements from the "MBE certification" Kaizen event.
5/28	Small Business Advisory Council, Common Sense Initiative staff	Speech	Delivered a speech about Lean Ohio efforts to 16 members of the SBAC and staff from the Lt. Governors Common sense Initiatives on Regulation Reform.