

PROCESS IMPROVEMENT SCORECARD



Fillable, savable PDF

- Use this form to:
- Report recently completed process-improvement projects
 - Report projects that were done some time ago and are now generating results
 - Provide updates on projects that you've previously reported

There's no need to fill in all of the boxes below. Fill in the ones that apply, save the form, and send it to LeanOhio@das.ohio.gov. Input from these scorecards will be used for a report of Lean-powered results.

BACKGROUND INFORMATION

Your Name:

Email:

Phone:

Agency:

If your agency is not on the scrolldown list, enter it here:

Check all that apply:

Camo Belt Project

Green Belt Project

Black Belt Project

Kaizen Event

Local Gov Project (LGEP)

Not applicable

Name of process improved:

Name of project or event:

Team name:

Which agency or agencies were involved?

Team leader(s) and their agency:

Team members and their agencies (150 words max)

TIMELINE

When did this project occur?
month/year

When did implementation
begin? month/year

When did you gather the data you are
submitting with this scorecard? month/year

SITUATION & CHANGES

What problem or situation prompted this improvement effort? (100 words max)

What is the biggest change to the process that's being implemented due to this improvement effort? (100 words max)

What are one or two other big changes that are being implemented? (100 words max)

1. SIMPLER

In this section and the next two, provide side-by-side data in the columns. There's no need to fill in all the fields of information; just fill in the ones that apply.

Recently completed: If the improvement project was recently completed, enter any available data in the first two columns: Baseline and Projection.

Actual results: If improvement measures have been implemented and actual results are now being generated, enter available data in the first column (Baseline) and third column (Actual).

Update: If you are providing updated results, enter data in the first (Baseline) and third (Actual) columns.

	BASELINE Initial measures gathered at the start of the improvement effort	PROJECTION Projected measures expected once the changes are implemented	ACTUAL Measures following implementation of the improvements
Number of steps	<input type="text"/>	<input type="text"/>	<input type="text"/>
Handoffs	<input type="text"/>	<input type="text"/>	<input type="text"/>
Loopbacks	<input type="text"/>	<input type="text"/>	<input type="text"/>
Decision Points	<input type="text"/>	<input type="text"/>	<input type="text"/>
Delays	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Forms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Number of Processes	<input type="text"/>	<input type="text"/>	<input type="text"/>
	In Kaizen events, baseline measures are often referred to as "current" measures.	In Kaizen events, projected measures are often referred to as "future" measures.	Use this column if some or all of the improvements have been implemented and you have measurable results to report.

2. FASTER

	BASELINE	PROJECTION	ACTUAL
Lead Time	<input type="text"/>	<input type="text"/>	<input type="text"/>
What is your unit of measure for lead time?			
Cycle Time	<input type="text"/>	<input type="text"/>	<input type="text"/>
What is your unit of measure for cycle time?			
Time to complete form	<input type="text"/>	<input type="text"/>	<input type="text"/>
What is your unit of measure for time to complete form?			
Backlog (in units)	<input type="text"/>	<input type="text"/>	<input type="text"/>
If backlog measures were reported above, what does the backlog consist of? (e.g., applications, requests, etc.)	<input type="text"/>		

3. BETTER

	BASELINE	PROJECTION	ACTUAL
Number of errors	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer satisfaction rating	<input type="text"/>	<input type="text"/>	<input type="text"/>
Describe how the improvements will directly benefit customers. (100 words max)			
<input type="text"/>			

4. LESS COSTLY

Enter savings during the first full year that the improvements are in place.

If you are reporting on a recent project, you will have projections only.

If you are reporting on a completed project and the improvements have been in place for at least a year, provide actual savings in the right-hand column.

	PROJECTION	ACTUAL
Direct agency cost savings per year (\$) <i>Enter the number without a dollar sign \$</i>	<input type="text"/>	<input type="text"/>

If direct cost savings were reported above: What has been reduced to generate these cost savings?
(e.g., printing, postage, storage, etc.)

Cost savings in reduced overtime hours (\$) per year	<input type="text"/>	<input type="text"/>
Number of redirected work hours per year	<input type="text"/>	<input type="text"/>
Direct customer savings per year	<input type="text"/>	<input type="text"/>

If direct customer cost savings were reported above: What has been reduced so that the customer is spending less?

ADDITIONAL INFORMATION

Use the space below to provide any additional information about this process-improvement project.

Send this filled-in PDF to LeanOhio@das.ohio.gov

When sending, feel free to attach any of the following additional files if available:

- Project presentation slides
- Team photo (with names in left-to-right order)
- 1-page fact sheet
- Photos of the team in action

Information from these scorecards will be used to produce a quarterly report of Lean-powered results.