

# 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](mailto:LeanOhio@das.ohio.gov). Input from these scorecards will be used to report Lean-powered results.

## BACKGROUND INFORMATION

Your Name:

Email Address:

Phone:

Today's Date:

 mm/dd/yr

Work Mailing Address:

City:

Zip Code:

Agency:

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

*If this project was completed for Belt certification, please check one of the following. Otherwise, leave this blank.*

This project was completed in order to earn:  Camo Belt  Green Belt  Black Belt

Name of person earning Belt:

Name of project/process/event:

Team members and their agencies

Team leader(s) and their agency:

## OPPORTUNITY & IMPROVEMENTS

What problem or opportunity prompted this improvement effort? (50 words max)

What are the major changes (direct benefits to the customer)? (50 words max)

What are one or two other big changes that are being implemented? (50 words max)

## KEY MEASURES

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

**Are you achieving 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

*In Kaizen events, baseline measures are often referred to as "current" measures.*

### PROJECTION

Projected measures expected once the changes are implemented

*In Kaizen events, projected measures are often referred to as "future" measures.*

### ACTUAL

Measures following implementation of the improvements

*Use this column if improvements have been implemented and you have measurable results to report.*

Number of steps

Lead Time

What is your unit of measure for lead time?

Number of defects

Customer sat. rating

Describe how the improvements will directly benefit customers. (50 words max)

## COST SAVINGS

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 (\$)

*Enter the number without a dollar sign \$*

If direct cost savings were reported above: What has been reduced to generate these cost savings?

*(e.g., printing, postage, storage, etc.)*

Number of redirected work hours per year

## ADDITIONAL INFORMATION

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