

A3 Report

Patrice Yacko



Title: ODE Professional Conduct

Date started: 10/30/2017

Current Date:

Team: Case Crushers

Executive Sponsor: Department of Education/Lori Kelly

Your name: Patrice Yacko

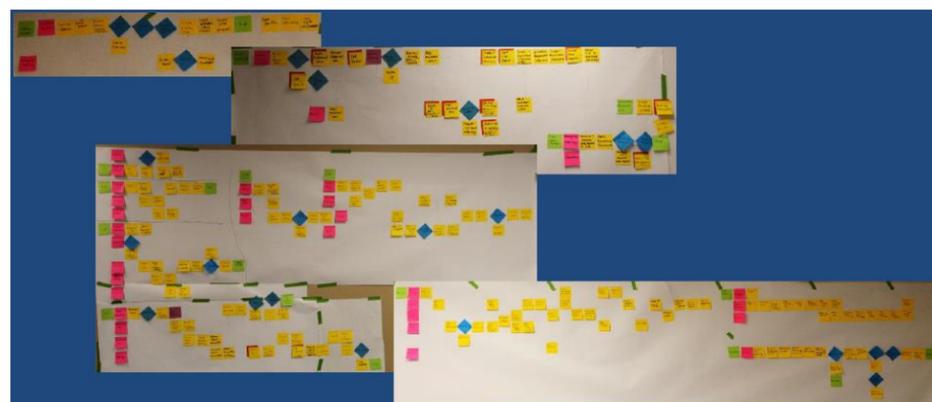
P1: Why Change is Needed

The Ohio Department of Education/Office of Professional Conduct is participating in this Lean even because cases are remaining open too long, an average of 18 months. This delay has caused an increase in volume for the incoming referrals and the process is not scaled to handle the volume increase. Additionally, this creates an unbalanced workforce and results in unresolved, backlogged cases. It is important to strengthen this process because this office has jurisdiction to investigate allegations of misconduct by any persons who holds or has applied for an educator credential, issued by the State Board of Education. If this process is not streamlined, the undesired results, could impact our local school systems, communities and most importantly, the safety of our children. The scope includes reducing the time to case closure by 50% and to create consistent standards for case report which in return, will reduce the guesswork in decisions.

P2: Current State



P3: Future State



P4: Analysis

The team focused on many improvement efforts and utilized the opportunity for process improvement. Many current processes were antiquated and duplicated among different team members. Through observation, it was determined that identifying and removing waste was the key to successful process improvement. There was a strong sense of territorialism/ownership over many areas of the process. Standardization across the agency is another important tool. Going forth, making transformational changes, without compromising complexity, will take the department to another level of greatness.

P5: Potential Solutions

Update Case Report , Update/Create Training Materials , Review Best Practices , Declutter/Remove un-necessary form from the network storage. Work with the IT department to discuss ideas on implementing new software for case reporting,

D6: Action Plan

Action item:	Assigned to:	Due Date
More Training/Best Practices	Administrators	
Staff Attorney Training	Aaron	December
Intake Training		
Remove Un-necessary forms from Training when new electronic process is developed.		

C7: Check Results

Metric	Current	Future	Change
Steps	291	200	31%
Decisions	34	21	38%
Handoffs	116	62	47%
Loop Backs	32	16	53%
Lead Time	11 months	6 months	50%

C7: Check Results

Measure	Current Level	NEW	Change
Total Steps	291	200	31%
- Intake	38	16	58%
- Investigations	62	26	58%
Decision Points	34	21	38%
Handoffs & Loopbacks	116	62	47%
	34	16	53%
Process Lead Time	~ 12 months	6 months	50%

A8: Follow-up Action

Discussed a 30/60/90 day follow up plan. Will utilize specific tools to self measure the success of the new implementation.