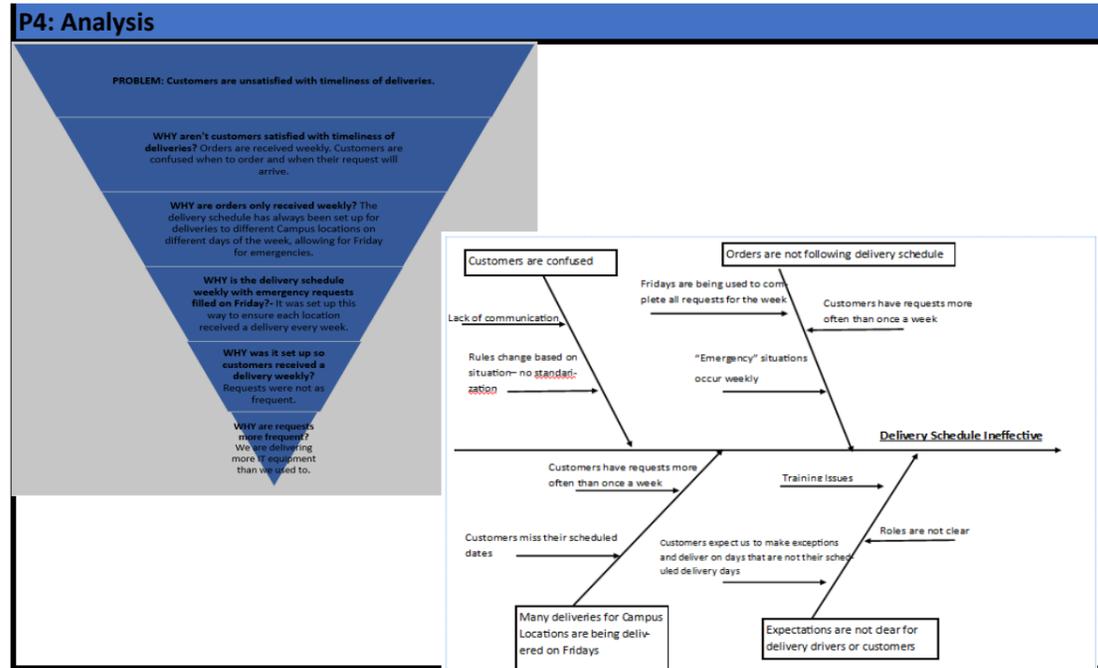|		
Title: Pick-up/Delivery Process for JFS Warehouse	**Team:**	**LEANOhio**
Date started:9/8/2016 Current Date:9/25/2017	**Executive Sponsor: Kathy Forrest**	
Your name: Alyshia Dygert		

P1: Why Change is Needed

Internal customers who request delivery or pick-up of state record boxes, IT equipment and/or forms have to wait until their weekly delivery day to receive items. Emergency situations such as requests for files for litigation or audits cause the delivery schedule to go awry. Delivery drivers leave at 1:00 PM for the day to make deliveries to three locations; RSOT, 4020 E Fifth Ave and 4200 E. Fifth Ave. Employees frequently work past their scheduled work day or run out of time to complete deliveries. The scope begins 9/2016 and ends 9/2017.

P2: Current State

Weekly Deliveries-Deliveries are made to specific locations on specific dates.
Time of Delivery-Delivery time is set for 1 PM daily, but deliveries happen all throughout the day depending on the situation.   Size of delivery-No matter the size of the delivery, the delivery driver delivers or completes pick-up.
Stats-From September 2015- September 2016 there were 192 deliveries completed with 1,142 items picked-up or delivered.

P3: Future State

Daily Deliveries-Customers will no longer have to request emergency pick-ups and deliveries because deliveries will be made daily. Customers will not have to wait for their delivery or pick-up request until their scheduled day.   Morning Deliveries-All delivery requests made by 9 AM will be taken the date of request. Any requests following 9 AM will be taken the next morning. This provides standardization and provides customers with a time to expect delivery.
Mail Staff Deliveries- The JFS Mail Staff delivers small

P4: Analysis

PROBLEM: Customers are unsatisfied with timeliness of deliveries.

WHY aren't customers satisfied with timeliness of deliveries? Orders are received weekly. Customers are confused when to order and when their request will arrive.

WHY are orders only received weekly? The delivery schedule has always been set up for deliveries to different Campus locations on different days of the week, allowing for Friday for emergencies.

WHY is the delivery schedule weekly with emergency requests filled on Friday?-It was set up this way to ensure each location received a delivery every week.

WHY was it set up so customers received a delivery weekly? Requests were not as frequent.

WHY are requests more frequent? We're delivering more IT equipment than we used to.
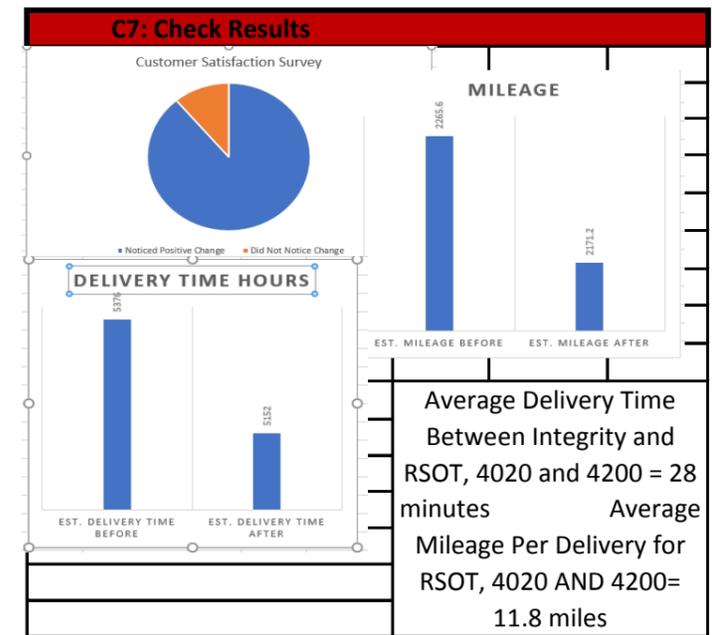
P5: Potential Solutions

Potential solutions Brainstorming: Changes to expectations for delivery drivers and customers, clear and concise instructions and directions for both customers and drivers, Standardization of work, Daily delivery schedule, Change Friday schedule, Do not make exceptions, Define "emergency deliveries", Match up with today's world and technology, Update paperwork, Revise form, Ensure requests are all received in the same place, Have Mail Staff help with small deliveries, Set standards for what deliveries mail staff takes and what Records/Inventory staff will deliver, Set up expectations for out of town deliveries, Determine differences in IT equipment, record boxes and forms deliveries. Selection: JFS Warehouse deliveries and pick-ups will take place daily, in the mornings. If a customer puts in a request prior to 9 AM, they will receive the request on the same day. We will update forms, bins and train staff. We will collect data and provide a survey to determine if customer's are satisfied and expectations are clear.

D6: Action Plan

Action item:	Assigned to:	Due Date
Update Warehouse Delivery Sheet Bins	Alyshia	9/8/2016
Train Mail Staff on Delivery/Pick-Up Form	Alyshia	9/8/2016
Provide Customers with a Survey	Alyshia	12/1/2016
Update Pick-Up/Delivery Request Form	Alyshia	2/1/2017
Collect Data	Alyshia	9/8/2017

C7: Check Results

	Current	Projected	Actual
# Deliveries	192	154	184
Number of Items Delivered	1142	1142	1904
Satisfaction w/Timeliness	X	80%	100%
Notice of "Positive Change"	X	80%	88.89%

C7: Check Results

Customer Satisfaction Survey

- Noticed Positive Change
- Did Not Notice Change

DELIVERY TIME HOURS

MILEAGE

EST. MILEAGE BEFORE   EST. MILEAGE AFTER

EST. DELIVERY TIME BEFORE   EST. DELIVERY TIME AFTER

Average Delivery Time Between Integrity and RSOT, 4020 and 4200 = 28 minutes   Average Mileage Per Delivery for RSOT, 4020 AND 4200= 11.8 miles

A8: Follow-up Action

Overall, we did meet our goals for customer satisfaction. We did not meet our projected goals for the number of deliveries, but the number of deliveries did decrease after the changes were made. Also, it is worth noting that the number of items delivered increased this year by 66.7% and we still saved mileage and delivery time compared to last year. Some things that did not go well were staff buy-in and acceptance of change. To further standardize this process, we will begin to use the updated and revised Pick-Up/Delivery form. We will continue to monitor customer satisfaction and number of deliveries to ensure continuous improvement.

packages daily on all runs. This saves the agency in transportation, motion and waiting waste.
Stats-The goal is to lower the number of deliveries 20% while transporting the same number of items or more and have a customer satisfaction rate of 80%.