



Opportunities for Ohioans
with Disabilities

Green Belt LEAN Project Report Out

Steven Tribbie

Opportunities for Ohioans with Disabilities

April 20, 2017

BUSINESS ENTERPRISE (BE) INVENTORY PROCESS IMPROVEMENT

BUSINESS ENTERPRISE PROGRAM

- Vending and Food Service facilities operated by individuals with visual impairments
- Randolph-Sheppard Act (signed by FDR in 1936)
- \approx 1,100 sites, 95 Operators licensed through OOD
- Equipment Inventory \approx \$4M (Total OOD Inv. \approx \$17.4M)
 - Includes 3,782 items as of 2/28/17

BE INVENTORY PROCESS IMPROVEMENT

- Add structure and consistency to the process by which BE inventory assets are documented, deployed for use, tracked over time, and disposed of
- Help mitigate the risk of loss due to theft or fraud and reduce exposure to other potential negative consequences arising from lack of inventory control.

BE INVENTORY PROCESS IMPROVEMENT

- Project Team
 - Jon Leatherman – OOD Facilities Manager
 - Jesse Kessler – OOD Inventory SME
 - Adam Kieffer – BE Area Manager
 - Kelsi Burrier – BE Inventory SME
 - George Padavick – IT SME

SCOPE

- Scope:

First Step: Receipt of an item that meets the definition of an OOD asset, whether purchased or received through donation

Last Step: Disposal of an asset and documentation of its disposition

INTENDED OUTCOMES

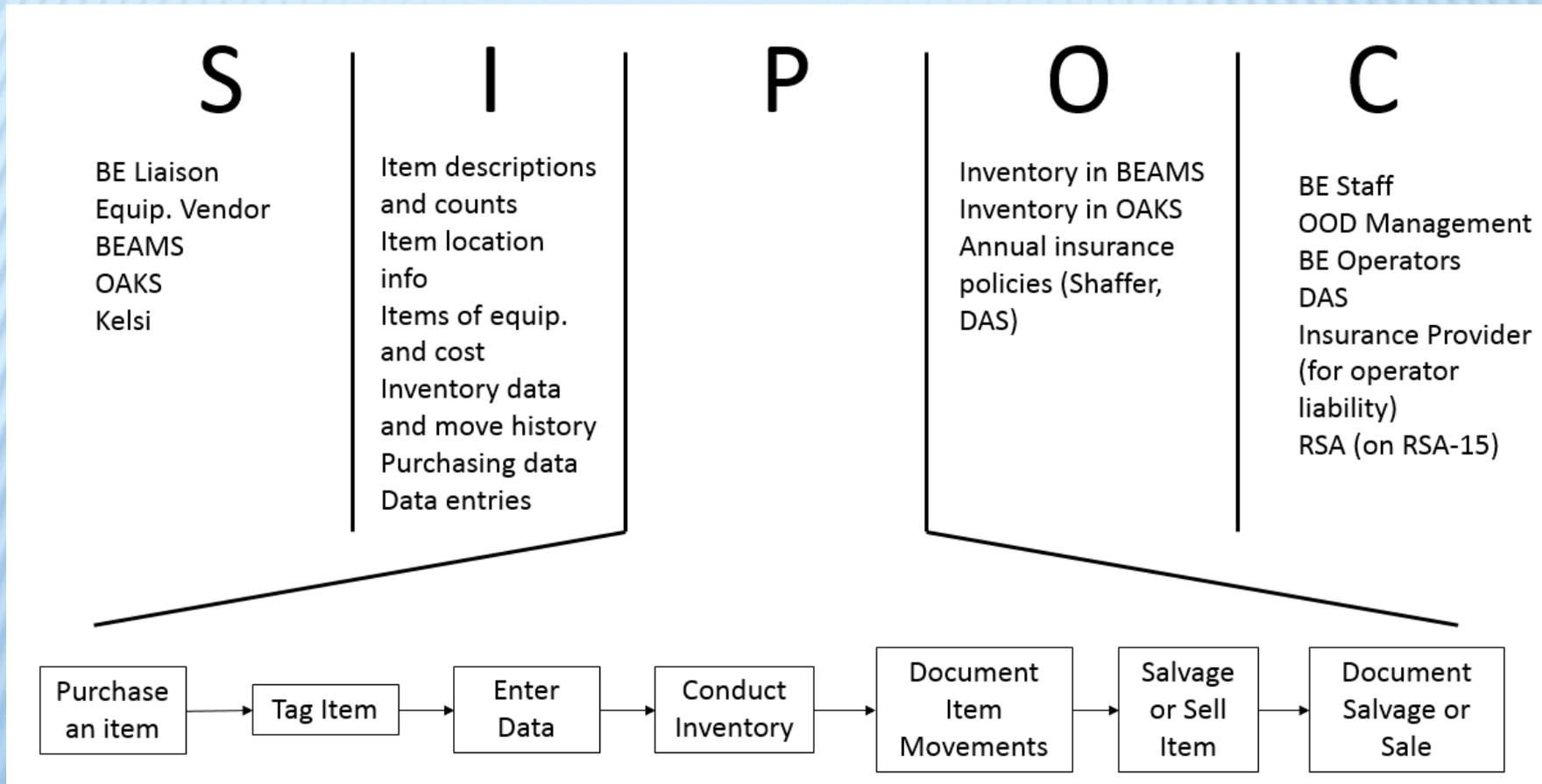
1. Defined (documented) asset management process and workflow, including staff roles and responsibilities
2. Database containing inventory entries for the BE program, OOD site inventory, and OOD Consumer equipment; and documentation describing how entries are to be created, updated, and removed if necessary

BASELINE DATA

- BE Inventory Count from 6/18/2015
(most recent count completed as of the start of the project)

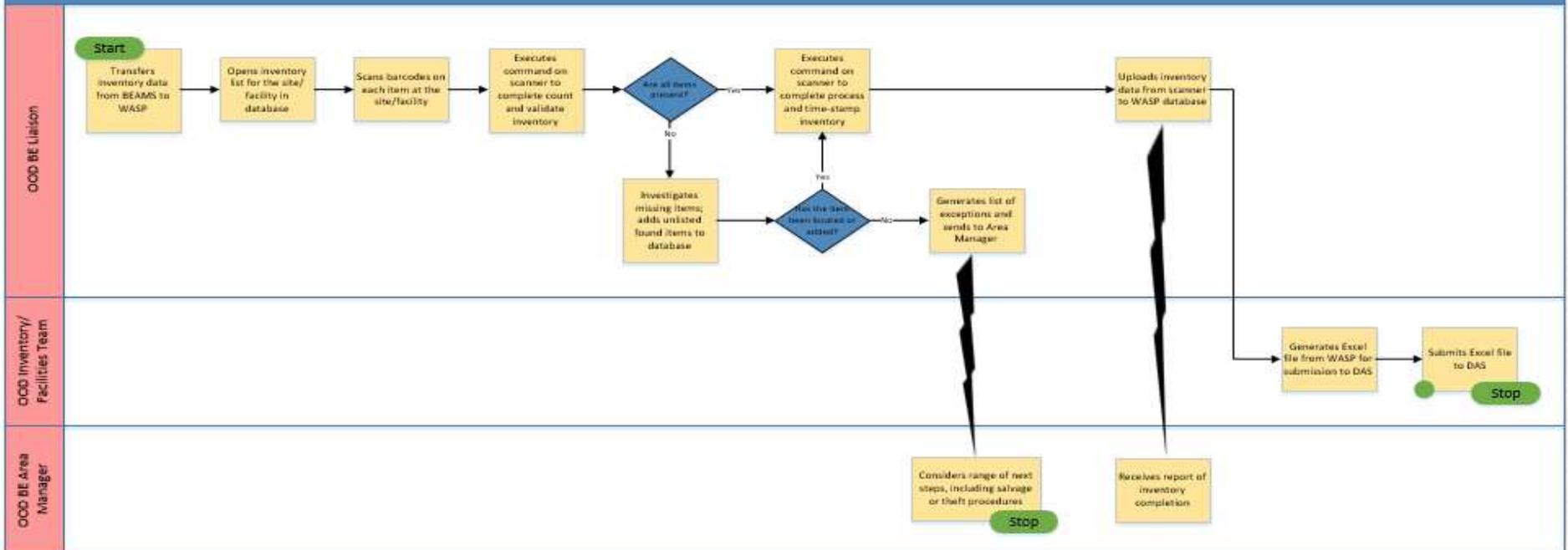
- Existing Vocational Rehabilitation Inventory
process (standard for comparison)

HIGH LEVEL PROCESS - SIPOC



FUTURE STATE PROCESS MAP

BE Inventory Process Map - Future State



Notes

1. Because daily inventory actions are recorded in BEAMS but WASP is the agency's system of record, transfer of inventory data from BEAMS to WASP will occur on a nightly basis to ensure compliance with asset management requirements.
2. Scanners with pre-loaded WASP software will be used to facilitate the inventory process. These scanners work offline using pre-loaded information from the database that is then synced with the database to update records once re-connected.

Work Flows: 1
 Process Steps: 12
 Decision Points: 2
 Handoffs: 1
 Loopbacks: 0
 Delays: 0
 Waste Points: 0

- – Value-added step
- – Waste Point
- – Delay

OTHER LEAN TOOLS USED

- Project Charter
- TRAIL Chart
- Gemba Walk
- TIMUWOOD
- Brainstorming
- Impact Matrix
- Action Registers

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Project Request/Charter

LEANOhio
SIMPLER • FASTER • BETTER • LESS COSTLY

Project Information

Project Name/Event Title: OOD Inventory
Division/Location: Fiscal Management - Facilities
Project Type: Lean Routine
Project Start Date: 8/15/2016
Charter Last Updated: 7/29/2016

Project Details

What is the process this project is intended to improve?	
Business Objective	OC
<ul style="list-style-type: none"> Why do this project? Does this project relate to a business or customer requirement? What will be the business impact of improving this process? 	<p>1 pro rec and Del cor age</p>
Problem/Opportunity Statement	An doc

Impact Matrix

	(Re)Tag Equipment With RFID's	Use RFID Scanners	Develop WASP To BEAMS Data Script	(Re)Tag Equipment With Codes	Use WASP-ready Scanners
High Impact	1 (Possible)				
Low Impact	4 (Not W)	5 R Deliv Wit			

BE Inventory Action Register – IT Focus

WHAT? (action)	WHO? (owner)	WHEN? (deadline)
BEAMS and WASP Data Synch	IT Manager – George	5/1/17
Subtasks:		
Identify what fields need to be synched from BEAMS	IT and BEAMS SME	2/17/17
Identify what fields will need to be synched with OAKS	IT and Facilities and DAS	2/17/17
Identify what fields will be used in WASP	IT and Facilities (Jesse)	2/24/17
Develop scripts for data transfer	IT	TBD
Run a test extract from BEAMS and import into WASP	IT, BEAMS SME	TBD
Run a test extract from WASP and import it into BEAMS	IT, Facilities	TBD
Determine what the frequency this can occur from the data gathered	IT, BE, Facilities	TBD
Move this into an operational state (Pilot)	IT, BE, Facilities	5/1/17

BE Inventory Action Register – BE Focus

WHAT? (action)	WHO? (owner)	WHEN? (deadline)
Asset tag Changeover Project	BE Area Manager – Adam	3/31/18
Subtasks:		
Order additional new tags	Christy Hauck	1/31/17
Disseminate tags to Liaisons	Adam	2/15/17 program meeting
Liaisons to re-tag assets as they come across them in regular visits, inspections, moves and repairs; Logs new numbers on Crosswalk sheet and sends to AP2	BE Liaisons	3/31/18
AP2 updates all equipment numbers in BEAMS as they arrive from Liaisons	AP2	3/31/18

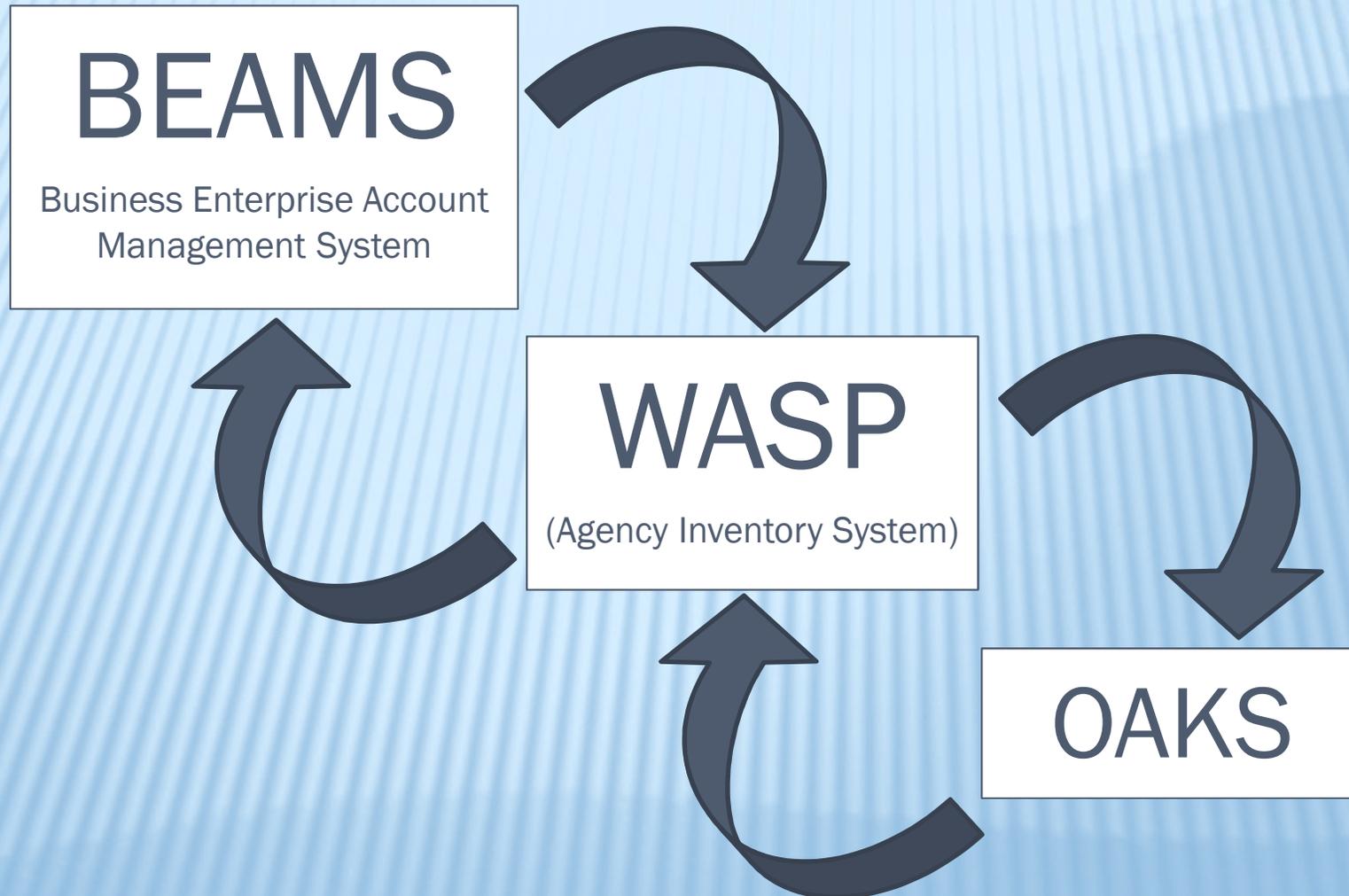
PROJECT METRICS

Outcomes Achieved

- Integration of BE Inventory Process with OOD Agency Inventory Process
- Documentation of BE Inventory Process
- Change from Paper (hard copy) to Electronic Record Keeping
- 90 Redirected Work Hours per Year
- Implementation Plans (Tagging Equipment, Database Creation and Data Flow)

Measure	Before	After	Difference
<i>Process Steps</i>	11	12	+1
<i>Handoffs</i>	3	1	-2
<i>Decisions</i>	3	2	-1
<i>Waste Points</i>	7	0	-7
<i>Roles Involved</i>	4	3	-1

DATA TRANSFER



PROJECT BENEFITS - INTANGIBLE

- Confidence that OOD processes and procedures support compliance with rules and regulations governing asset management
- Accountability to tax payers – State-owned assets are accounted for and managed responsibly

IMPROVEMENT SUMMARY

Current Key Issues



BE Inventory process separate from Agency Inventory process



Lack of documentation defining process and roles



Inefficient process involving manual, duplicative data entry

How We Improved



Integrated BE Inventory into Agency Inventory process



Detailed process flow and role definition



Eliminated hard-copy record keeping; created data transfer process

IMPLEMENTATION PLAN – BE FOCUS

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IMPLEMENTATION PLAN – IT FOCUS

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ADDITIONAL ACTIONS NEEDED

1. Prioritize data transfer script development, both BEAMS to WASP (BE specific) and WASP to OAKS (agency level)
2. Purchase scanning equipment
3. Update policy and procedure documentation

SPECIAL THANKS TO...

Therese Dyer, OOD CFO (Sponsor)

Raivo Murnieks, OOD Lean Liaison

Mindy Duncan, BSVI Deputy Director

Christy Hauck, BE Program Administrator

LEAN Ohio



Project Team Members for their engagement,
enthusiasm and willingness to take on this challenge!

QUESTIONS/COMMENTS

