

Lean Routine Fact Sheet

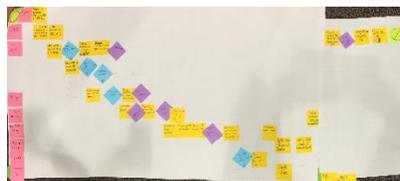
Issue: The Department of Commerce has eight separate divisions that purchase vastly different types of good and services. The procurement process for divisions to receive these goods and services has become complex over time and resulted in a backlog of requests and frustrated customers.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Commerce Non-IT Procurement Process October 24, 2017	Process steps reduced from 130 to 32 (75% reduction) Decision points reduced from 19 to 5 (77% reduction) Handoffs reduced from 55 to 14 (75% reduction)	The time it takes to process simple and/or complex purchases will be reduced significantly. Simple purchases reduced by one business day Complex purchases reduced by 5 business days	All 8 divisions within the Department of Commerce will experience a clearer, simpler, and standardized process, and customers will receive their goods and/or services in a timelier manner.
Major Improvement		HOW it was accomplished	
Streamlined Process		Eliminated multiple delays in process and reduced handoffs and decision points	
Improved Purchase Request Form		Updated and error-proofed purchase request form and standardized for all Divisions with instructions resulting in less errors made by customers and rework by staff	
Knowledge-based Responsibility Alignment		Process now includes freedom for requestors and subject matter experts to assist procurement staff by providing quotes at beginning of process resulting in customers receiving goods and/or services much faster	

Current Process Map



Future Process Map



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