

Lean Ohio Kaizen Event Fact Sheet
Ohio Department of Administrative Services

Issue: The current central procurement process is paper driven and lacks standardization between information technology and commodity driven purchases. There is an absence of communication and transparency resulting in customer frustration.

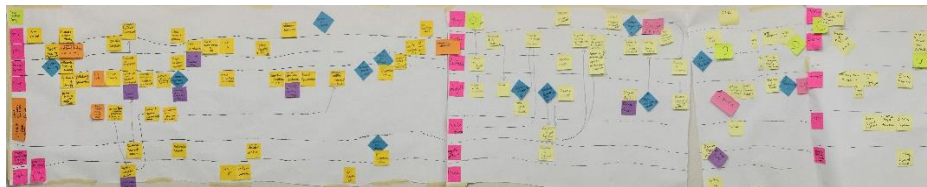
Department	Changes to Process	Metrics	As a Result
Ohio Department of Administrative Services	Reduced steps from 174 to 103 (41% reduction)	The central procurement process timeline will be faster once all improvements are implemented.	Agencies, suppliers and internal DAS staff will experience a standardized and electronic process for procuring information technology and general goods and services.
Central Procurement Process	Reduced decision points from 18 to 12 (33% reduction)		
July 11-15, 2016	Reduced handoffs from 21 to 9 (57% reduction)	Less paper for suppliers and State of Ohio and lower cost of business with the state for bidders.	

Major Improvement	HOW it was accomplished
Standardized process	The team created one standard process, regardless of need, for customers to utilize
Improved communication	Customers will now be able to receive status updates regarding their procurement requests
Single entry point	A new landing page will be created to assist agencies and suppliers with a one-stop shop for their procurement needs

Current Process Map



Future Process Map



Team members:

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