LeanOhio Kaizen Event Fact Sheet
Ohio Attorney General
Crime Scene Unit Analysis

Issue: Improving the process that BCI uses to assign cases, process crime scenes, document evidence, and report out to courts as needed.

Department	Changes to Process	Metrics	As a Result
Ohio Attorney General Bureau of Criminal Investigation (BCI) February 10-14, 2014	• Reduced process steps from 189 to 96 (49% reduction) • Reduced decision points from 27 to 16 (41% reduction) • Combined 3 reporting documents into one	• Processing time reduced from 102 hours to 58 hours (43% reduction). • Projected savings of approx. $6,242 in mailing and printing • Projected 1,200 hours of customer delays eliminated • When fully implemented, projected savings in cost avoidance will be $52,797 for Agent and Office Admin	Law enforcement will get crucial crime-scene information up to 43% faster

Major Improvement	HOW it was accomplished
Single point of entry for requests for assistance	Dispatch will log, create case number, and send to supervisor for assignment.
Statewide protocols established for crime scene processing	Statewide protocols were created that included standardized staff workflow to improve crime scene processing. Increased use of technology to monitor and streamline process flow.
Improved customer communication	Customers will receive brochure with an overview of crime scene unit services; agent briefing after report completion; comprehensive reports delivered faster.

Current Process Map:

Future Process Map:
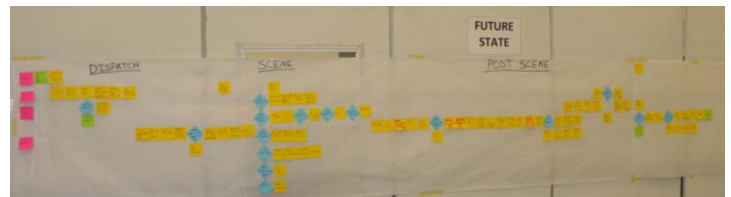
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