

Lean Ohio Kaizen Event Fact Sheet

Issue: The Ohio Department of Agriculture’s Consumer Protection Laboratory (CPL) was experiencing issues with communication errors resulting in incorrect lab tests being applied to samples and lab reports that sometimes failed to convey useful information. In addition, certain enforcement divisions were experiencing long turnaround times, which severely impacted their ability to subsequently halt the distribution of agricultural products when necessary.

Department	Changes to Process	Metrics	As a Result
Ohio Department of Agriculture CPL Sample Submission Process May 6-10, 2019	Process steps reduced from 218 to 60 (72% improvement) Handoffs reduced from 39 to 15 (62% improvement) Loopbacks reduced from 7 to 3 (57% improvement)	The time it takes for data regarding a collected sample to get to CPL will be reduced from a matter of days to a matter of hours (up to 95% reduction in some cases), and divisions will have actionable lab results up to 75% faster following completion of lab analysis.	Lab staff will have better insight on incoming samples and be able to handle the workload more efficiently. Field staff will be able to halt the sale of compromised products in a timelier fashion.

Major Improvement	HOW it was accomplished
Advanced notice of incoming samples to CPL Receiving, allowing for better scheduling of workload and resources.	A web-based application accessible through mobile equipment will enable field staff to not only record sample collection information in a more effective manner, but to also share that information with CPL before the sample even arrives, allowing more time for testing preparation.
Standardization of forms and reports to provide consistent and accurate information from field staff to laboratory staff and vice versa.	Through inter-department and nationwide benchmarking, the team can fully understand how divisions within the ODA and other laboratories and Departments of Agriculture are using their Laboratory Information Management System (LIMS) to manage sample submissions, testing and result reporting and adopt best practices.
Reduction of data entry and rework.	Having senior leadership fully support and prioritize the creation of the web-based applications for all CPL divisions will ensure the platform is rolled out and meets staff requirements, eliminating a significant portion of redundant work that is occurring. Maximizing the application’s potential will increase efficiencies and reduce redundancies in both the field and laboratory.

Current Process Map



Future Process Map



Team members: Jared Parko, Dr. Mohammed Amin, Jason Kong, Yamir Rosa, Mary Temelkoski, Amanda Crace, Jim Belt, Michelle Starkey, Brian Wise, Bill Hennessey, Chris Holten, Todd Lucas, Angela Dineen, Matt Cochran, Sid Spurlock, Moe Bryant (ODRC)

For more information please visit lean.ohio.gov or contact Scot Burbacher at Scot.Burbacher@das.ohio.gov