

Lean Ohio Kaizen Event Fact Sheet Ohio Housing Finance Agency

Issue: With recent staff changes, the team is presented with an opportunity to evaluate and improve historic procedures while maintaining necessary compliance checks.

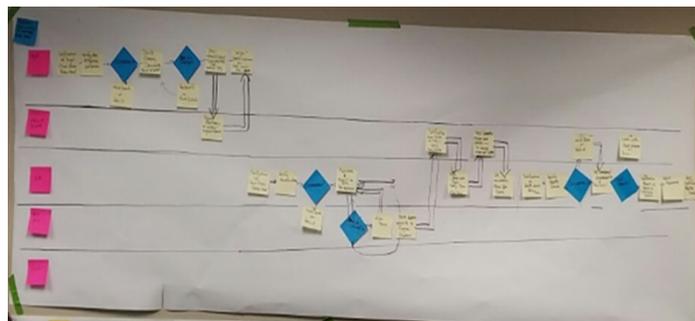
Department	Changes to Process	Metrics	As a Result
Ohio Housing Finance Agency	Process steps reduced from 118 to 33 (72% reduction)	The process time for draw requests and loan closings are projected to be reduced by as much 57%	Developers will have access to funds 4 days sooner
Planning, Preservation and Development	Handoffs reduced from 16 to 9 (44% reduction)		
January 17 - 20, 2017			

Major Improvement	How it was accomplished
Developers will no longer be required to submit important documents by mail	Utilizing “upload documents” and “claims” functionality in the DevCo system
Improved communication between staff and stakeholders	Standardized checklist and centralized status log
Fewer submission errors	Reducing the number of required documents while ensuring compliance

Current-State Process Map



Future-State Process Map



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