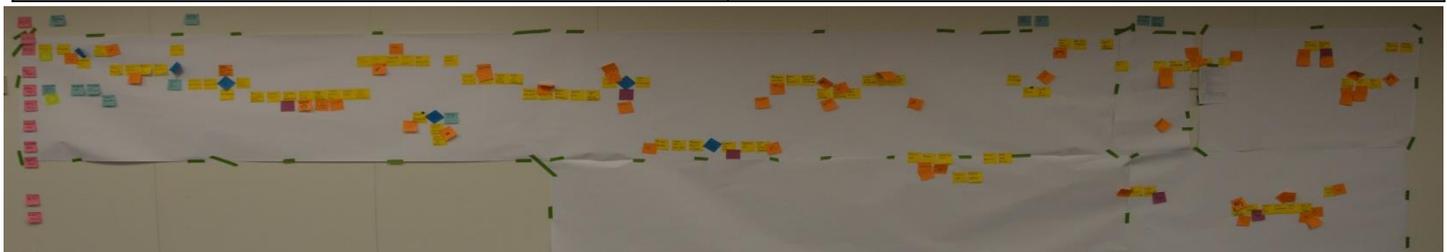**LEANOhio**

LeanOhio Kaizen Event Fact Sheet

Issue: The Ohio Rail Development Commission (ORDC) identified variation in their Grade Crossing Safety Project Process and the need to have a standardized and consistent workflow.

Department	Changes to Process	Metrics	As a Result
Ohio Rail Development Commission Grade Crossing Safety Project Process July 24-27, 2018	Process steps reduced from 146 to 49 (66% reduction) Decision points reduced from 8 to 6 (25% reduction) Handoffs reduced from 37 to 25 (34% reduction)	The lead time for processing grade crossing safety project requests was drastically reduced from 16 weeks to 9 weeks. All safety project requests will now be received by ORDC with a single point of entry.	ORDC will have a more transparent grade crossing safety project process that allows for consistent communication, efficient workflows and more defined staff roles.

Major Improvement	How it was accomplished
Better organization and utilization of resources	Developed procedures and standard documentation, better defined roles, more proactive identification of environmental issues and changed the process to provide for empowerment for project managers
Streamlined / Online Process	Eliminated and/or reduced delays and handoffs in the process and leveraged on primary computer system to standardize workflows and improved reporting capabilities
Single Point of Entry	Changed the process and created a single point of entry into project workflow

Current Process Map

Future Process Map

Team members: Matt Dietrich, Julie Finnigan, Megan McClory, Gloria Howard, Sherrie Pritchard, Tim Brown, Josh Skaags, Cathy Stout, Susan Arduini, Jane Lengel, Don Damron, Jim Tucker, Gerika Logan, Tom Burns, Jill Henry, Ron Garczewski, Rob Griffith, Sean Neef

For more information please visit lean.ohio.gov or email leanohio@das.ohio.gov