

LEANOhio Newsletter

March 2018

Welcome to the March edition of the LeanOhio newsletter. Thanks to everyone that provided feedback and improvement ideas for future newsletters. This issue features a spotlight on an agency that brought together 8 people from the LeanOhio Network to deliver a new training focused on tips and tools for being more efficient at work. We will also provide an overview of a tool that is commonly used in sports to analyze efficiency and can also help improve government processes and forms.

Congratulations to the newest members of the LeanOhio Network. 19 attendees from 11 state agencies completed Boot Camp training in February.



Front row from left: Brandi Robins, ODH; Brittany Schuch, EPA; Rebecca Serfozo, DYS; Jill Shonk, ODH; Kaylin Bittner, JFS; Middle row from left: Shannon Stallings, OBM; Jill Price, ODH; Dominick Demus, BWC; Laura Gipson, ODM; Prasuna Pesala, DODD; Chris Trobaugh, OBM; Marlea Baker, DYS; Back row from left: Steve James, ODH; Greg Buskirk, OFCC; Char Morrison, MHAS; Melissa Palmer, JFS; Scott Wingenfeld, MHAS; Selina Jackson, ODH; Jayson Hummel, DPS

Agency Spotlight

The LeanOhio Network is now over 1000 people strong and will continue to play a vital role as change leaders in state government. The LeanOhio Newsletter will “spotlight” individuals and agencies that are experiencing success through their Lean programs. A portion of each newsletter will focus on these successes.



The Ohio Department of Insurance (ODI) recently held a two-day event designed to provide financial regulators with new and updated information from experts in the insurance, financial, and governance fields, as well as topics to improve business and personal interests. As part of the event, supervisors reached out to ODI agency Lean Liaison, Loretta Medved, to bring a fresh perspective on daily efficiency to the group. Loretta reached out to members of the LeanOhio Network to help design and present an overview of Lean concepts and tools during this semi-annual training.

Eight members of the LeanOhio Network which included Joe Pichert (ODM), Vivian Rice (ODJFS), Sara Molski (ODHE), Anna Karousis (DYS), Melissa Chuvalas and Loretta Medved (ODI), and Michael Buerger and Scot Burbacher (LeanOhio) came together to present “10 Tips and Tools for Peak Efficiency at Work.” Each presenter spoke for 5-minutes, focusing on various efficiency concepts and Lean tools such as: Poke Yoke; 5S; conducting efficient meetings; and effective follow-up. The goal was to introduce simple concepts and tools that can be used by an individual or a team to increase day-to-day efficiency in the workplace.

Project Results

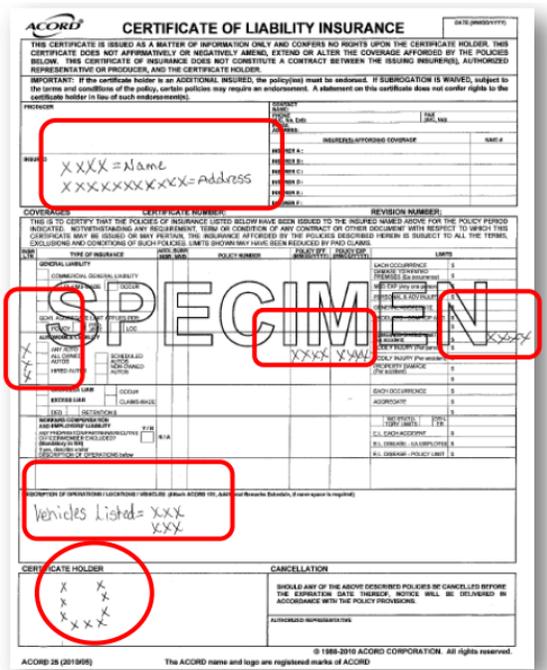
The Department of Medicaid collaborated with the Department of Aging and conducted a Kaizen event to streamline processes to help better serve Ohioans through provider retention and training. Check out their results [here](#).



LeanOhio hosted its quarterly belt project presentations in February. The meeting featured presentations for 6 green belt projects and 3 black belt projects from a total of 7 agencies. These projects are required for participants to earn their belt certification after completing training and demonstrating the use of Lean tools and data analysis to improve government processes. More information about these belt projects and others can be found [here](#).

Featured Tool – Vivian Rice, ODJFS

Many tools and templates are available and can be used for implementing Lean Six Sigma in your agency. Each month we will feature one tool and accompany a detailed description and visual to help explain the tool and its capabilities.



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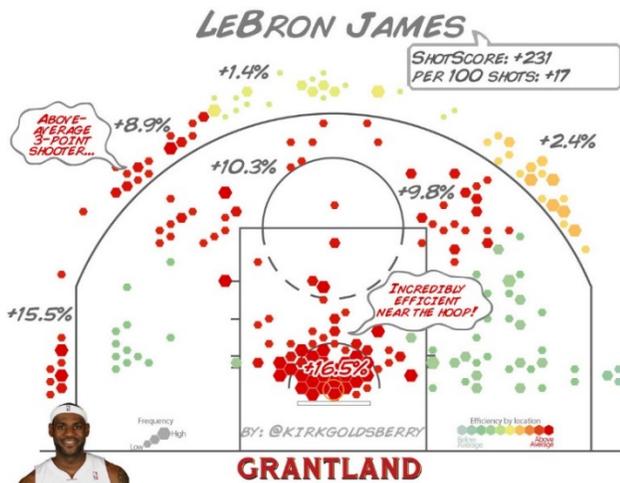
A concentration diagram is a graphical tool that can help with data collection. It is useful in analyzing the causes or area of defects.

The picture to the left is an example of a form concentration diagram. Errors, or defects, found on each form are indicated by marking an "x" in the specific field where the errors were found. This tool can help identify where the most problems are occurring so they can be addressed first.

Concentration diagrams put data in a visual form so employees can see what is being tracked. It visually helps employees prioritize issues and develop ideas to eliminate root causes.

Concentration diagrams are also often used in basketball to display a player's shooting efficiency. The example on the right shows how this diagram can be used to identify where a player's performance is optimal on the basketball court when shooting the ball.

This chart can be used to help a player focus on certain areas that need improvement or let them know locations on the court where they are most effective.



Lean in the News – Sara Molski, ODHE

As members of the LeanOhio Network, we know the great strides LeanOhio has made in implementing and influencing a culture of continuous improvement for the State of Ohio. Yet, the methodology is utilized at a vast number of organizations. This section, “Lean in the News”, will feature different organizations that are utilizing Lean Six Sigma for operational and continuous improvement and provide a brief overview of their use of the famous methodology.



I am sure you are wondering, what do animals and Lean have to do with each other. Yet, have you ever thought about the operations of a major metropolitan zoo? Well, the Denver Zoo did just that and established their Peak Performance Program which utilizes Lean methodology for their behind the scene operations. They have conducted several projects, a few specifically related to feeding the animals. The Denver Zoo has over 4,000 animals and it used to take 24 hours to conduct inventory on the food supply. After evaluating their process and implementing some Lean solutions, they reduced the time to 2 minutes. Another project was a process evaluation for their daily food order. There were numerous steps to the process, which yielded a high number of human errors. After going through a process improvement event, they estimate they saved 850 hours and over \$20,000 in cost savings.



Zoo employees have definitely seen the benefits of process improvement tools. Employees are empowered to think outside the box to solve problems. They have used process improvement tools and concepts to streamline processes to make them better, with an estimated soft-cost savings of \$95,000. The program is helping to ensure employees provide the best care for animals while offering a fun and exciting time for guests. Watch more about the program [here](#).

Network Updates



Ohio BWC Black Belt and Lean Liaison, Scottie Powell is leaving state government to return to his hometown of Portsmouth, Ohio. Scottie received his Black Belt in 2017 and was promoted to Director of the Office of Customer Experience at Ohio BWC in the same year. We recently conducted a Lean Leader Q & A with Scottie that can be viewed [here](#). Scottie has been a very active member in the LeanOhio Network by not only completing projects that have saved the state time and money but also sponsoring multiple projects for his department. We wish him the best in his next career opportunity.

Network Opportunity



The Ohio Department of Transportation is seeking volunteers to assist with facilitating a workshop for an upcoming event with their Office of Maintenance Operations. Facilitators are being sought to guide discussion in breakout groups and come to a consensus on possible resolutions that could be implemented to improve and standardize processes for common work situations. The Workshop is being held April 16th and 17th in Columbus.

If you wish to volunteer please contact Jana Edmunds by Friday, March 23rd, jana.edmunds@dot.ohio.gov, 614-275-1365.

Upcoming Events

[OSU Center for Operational Excellence Supply Chain Symposium](#) – **March 16, 2018**

[LeanOhio Boot Camp Training](#) – **March 20-23, 2018**

[OSU Center for Operational Excellence Summit](#) – **April 10-12, 2018**

[LeanOhio Boot Camp Training](#) – **April 24-27, 2018**



“No matter what business you’re in, you can’t run in place or someone will pass you by. It doesn’t matter how many games you’ve won.”

-- Jimmy Valvano



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Ideas or feedback? Please send to: leanohio@das.ohio.gov