Strategic Lean Project Report

Ecology Employee Onboarding Process

Agency: Department of Ecology

Project Impact

We improved our new employee onboarding process, resulting in a 75 percent reduction of callbacks from an average of 214 percent to 52 percent. New employees have the tools they need to do their job on their first day and service to Washingtonians is not delayed.

Project Summary

The Information Technology Services Office (ITSO) does not always get the required information to have all IT services ready on a new employee's first day. This causes rework for the team and can lead to new employees having a less than ideal experience when they start with Ecology.

Previously, incorrect or incomplete information resulted in an average of a 214 percent callback rate, compared to our target of 10 percent, which we wanted to reach by 5/1/2017.

We improved the employee onboarding process by:
- Developing a standard form support staff can use to collect information about new employees from hiring authorities.
- Revising the service request form to collect all required information.
- Updating the companion guide to the service request form to provide more guidance to support staff so they better understand the form and its purpose.

Project Results

Quality

Decreased callback rate for new employee onboarding **from** 214 percent **to** 52 percent.

→ *75 percent reduction in callbacks.*

Project Details

Date improvement project was initiated: 7/28/2016

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