

Strategic Lean Project Report



For Reporting Period: July 1, 2016 through December 31, 2016

I. General Information:

Lead agency name Employment Security Department:

Partner agencies: NA

Improvement project title: Facilities Cost Avoidance project

Date improvement project was initiated: 12/9/2016

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Support internal processes with facilities

Report reviewed and approved by: Susan Hettinger

II. Project Summary:

The Facilities Unit identified two units that do not deliver direct-service to WorkSource customers were being housed at the Thurston County WorkSource building. This facility has the highest cost per square foot of all ESD facilities in the county. Because the units did not serve the visiting public in that building, Facilities was able to relocate them to vacant space in another Thurston County facility with a lower cost per square foot. The move not only resulted in housing the units in space that cost \$5 less per square foot, but it will now allow the downsizing of an entire floor at the Thurston County WorkSource, saving approximately \$120,000 annually.

III. Project Details:

Identify the problem: Cost of housing two units that do not deliver direct-service to customers

Problem statement: Currently, two units are being housed in a facility at a premium cost per square foot rate, while not providing customer-facing service, compared to a target of less per square foot costs by December 30, 2016.

Improvement description: Moved two units to a lower cost per square foot facility

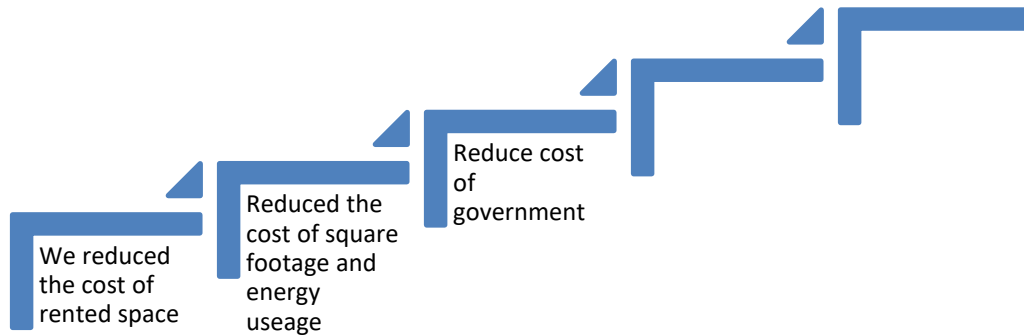
Customer involvement: Internal customers were moved into an area that was more efficient for their work and provide better ambience to their work environment.

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IV. Impact to Washingtonians:

Guidance: Demonstrate how this improvement impacts Washingtonians. Show the logic of an improvement in a supporting or core process and how it is part of a larger system that adds direct value to Washingtonians. Visuals are recommended.



V. Project Details:

| Improved process as measured by: <i>(Click those that apply)</i> | Specific results achieved: <i>(Complete the narrative boxes below)</i> | Total Impact: <i>(Actuals; Current Reporting Period)</i> | Results status: |
|---|---|---|-----------------|
| <input type="checkbox"/> Safety | | | |
| <input checked="" type="checkbox"/> Cost | Decreased cost of floor space from \$120,000 to 0. | 120,000 | Final |
| <input type="checkbox"/> Quality | | | |
| <input type="checkbox"/> Time | | | |
| <input type="checkbox"/> Customer Satisfaction | | | |
| <input type="checkbox"/> Employee Engagement | | | |

VI. Contact information:

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