

Strategic Lean Project Report



For Reporting Period: January 1, 2015, through June 30, 2015

I. General Information:

Lead agency name: Washington State Arts Commission

Partner agencies:

Improvement project title: Contracts Improvement

Date improvement project was initiated: 4/13/2015

Project type: New Project

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan
- Other

If applicable, specify the alignment:

Small agency needed to get all contracts in one place and share the best practices and standardize the processes and forms.

Report reviewed and approved by: Karen Hanan, Executive Director

II. Project Summary:

The Washington State Arts Commission improved the ArtsWA contracting process, resulting in an agency standardized contracting process accessible by all.

III. Project Details:

Identify the problem: Contracts were located in numerous places, several templates were being used with no consistency, the Assistant Attorney General had not reviewed the contract language for 12 years and there was no central repository for all contracts.

Problem statement: Currently, it takes one minute to one hour to locate contract files compared to our target of ability to locate any contract in less than five minutes, which we want to reach by 8/30/2015.

Improvement description: The contracting process is more uniform for the agency. The templates have been standardized and shared in a central location. The Assistant Attorney General has been asked to review the documents as to form which had not been done for 12 years. The current contracts previously located in numerous places (files, desk drawers, scanned and placed on shared drive and on desk tops) are now filed in only a couple of centralized places accessible to all. The list of contracts initiated is being updated which will help with the annual contract list due in September.

Customer involvement: This is a very small agency, so it was easy to poll all 13 staff members. Each staff member was asked a series of questions about the kinds of contracts they initiate,

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where they store the signed contracts and which forms they use. Administrative staff were asked additional questions about creating the forms from templates.

IV. 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 type="checkbox"/> Cost			
<input checked="" type="checkbox"/> Quality	Increased quality of contracts and accessibility of contract templates from taking one minute to one hour to locate a template or completed contract to ability to find template or contract within five minutes.	Through June 30th	Preliminary
<input checked="" type="checkbox"/> Time	Decreased time spent locating files from range of one minute to one hour to five minutes or less.	Through June 30th	Preliminary
<input type="checkbox"/> Customer Satisfaction		<input type="checkbox"/> N/A (or)	
<input type="checkbox"/> Employee Engagement		<input type="checkbox"/> N/A (or)	

V. Contact information:

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