

Strategic Lean Project Report



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

I. General Information:

Lead agency name: Employment Security Department

Partner agencies:

Improvement project title: Service Payments Process

Date improvement project was initiated: 6/1/2015

Project type:

Project is directly connected to:

- Results Washington performance measure
- Agency Strategic Plan

Other

If applicable, specify the alignment:

- 2.1 Increase percentage of projects with measured improvements...
- 3.9 Enhance services, processes, infrastructure and systems that support direct service delivery and system integrity.

Report reviewed and approved by: Lisa Marsh

II. Project Summary:

The Employment Security Department improved disconnection of technical services, resulting in a savings of \$346,000 in unused services

III. Project Details:

Identify the problem: Ensure services are appropriately disconnected when staff leave facilities or the agency.

Problem statement: We continue to erroneously pay for services and facilities no longer being used.

Improvement description:

1. Adjust on-board/off-board form in Liquid Office (see ESD PersonnelChangeNotify e-form)
2. HR train managers on on-boarding and off-boarding processes
3. Create system to "tickle" IT manager at one and two weeks for to call losing manager/administrative assistant to affirmatively keep service on.

Customer involvement: End users were interviewed as part of the root cause analysis and countermeasure generation.

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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 checked="" type="checkbox"/> Cost	Decreased costs of unused services from \$346,000 to \$0.00.		
<input type="checkbox"/> Quality			
<input type="checkbox"/> Time			
<input type="checkbox"/> Customer Satisfaction		<input type="checkbox"/> N/A (or)	
<input type="checkbox"/> Employee Engagement		<input type="checkbox"/> N/A (or)	

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