

Strategic Lean Project Report



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

I. General Information:

Lead agency name: Washington State Department of Agriculture

Partner agencies:

Improvement project title: IT Purchasing

Date improvement project was initiated: 5/1/2015

Project type: New Project

Project is directly connected to:

Results Washington performance measure

Agency Strategic Plan

Other

If applicable, specify the alignment:

Goal 5: Outcome Measure 2.1

Report reviewed and approved by: Kirk Robinson, Deputy Director

II. Project Summary:

The Washington State Department of Agriculture has improved their IT Purchasing process, resulting in reducing the overall IT staff time spent on purchasing from 45 minutes to 30 minutes per item. It also standardized the process so the required paperwork is completed and is submitted to Accounts Payable in a timely manner. This project will be tracked to determine actual time savings.

III. Project Details:

Identify the problem: The Project Team identified when IT items were purchased by the Department the process to purchase these items was not always done the same way. In addition, the required paperwork was not always completed or provided to the next step in the process within the required time frames. A general frustration was experienced overall due to the need to find out where the paperwork was located, re-working the process, and the complexity of not using Master Contracts. This led to inordinate amount of time needed for purchasing IT items, where this time could be better spent assisting WSDA staff member's with their technology needs as they accomplish the work of WSDA.

Problem statement: Currently, it takes 45 minutes to purchase, receive and install an IT item, compared to the target goal of 30 minutes. WSDA wants to achieve this goal by 9/1/2015.

Improvement description: The Project Team worked together to map out the *current state* (see visuals) for IT purchasing within WSDA. They analyzed the *current state* to identify the problem spots. Then the Team mapped an *ideal state* (see visuals) for the same process. The Team then used multiple rounds of analysis, kept chiseling away at the steps in the process, reshuffled the steps, and revisited the scope of the effort until, finally, they reached a good starting point. The Project Team then worked to create Standard

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Procedures, as well as, identified the individual roles and responsibilities for each participant in the process.

Customer involvement: The Project Team was well aware of their customer’s expectations and comments about the process. The Team then worked to learn what their partners, both internal to WSDA and external, expected of the Purchasing process.

IV. Project Details: *At this time, data is not available for this project.*

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 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)	

V. Contact information:

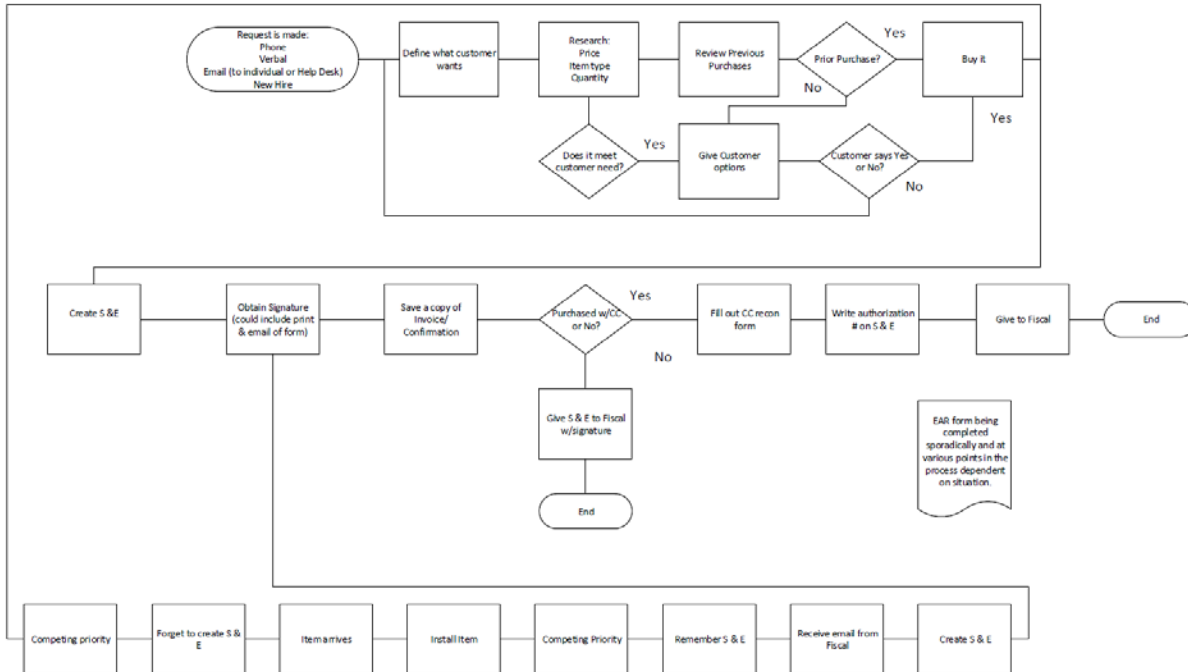
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VI. Optional Visuals:

Current State (IT only)

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Interim Ideal State

