# **Detailed Lean Improvement Project Report**



For the June 1, 2014, through December 31, 2014, reporting period

### Agency name:

Department of Commerce

# Improvement project title:

Seven-Step Problem Solving of Insurance Certification Management

# Date improvement project initiated:

07/17/2014

# Summary:

Establishment of a new process by which to track and report on insurance certifications required of contractors.

#### **Details:**

<u>Description of the problem</u>: Every division managed the collection, review, and maintenance of required insurance certifications differently. There was usually incomplete or inaccurate information and little follow up in the process.

<u>Description of the improvement</u>: Establishment of a universal, standard process for requesting, reviewing, and maintenance of insurance certificates from contractors.

<u>Specific results achieved</u>: This project recently launched, so no data is available to date. However, this process should save staff time and improve the quality and quantity of the data collected.

### How we involved customers or stakeholders in this effort:

While this is an internal process for how we manage information that meets a contractual requirement, we provided information, Q&A, and responded to feedback from contractors.

### Contact person:

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