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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