

Detailed Lean Improvement Project Report

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

Agency name:

Department of Corrections

Improvement project title:

New Employee Computer Account Access

Date improvement project initiated:

6/20/14

Summary:

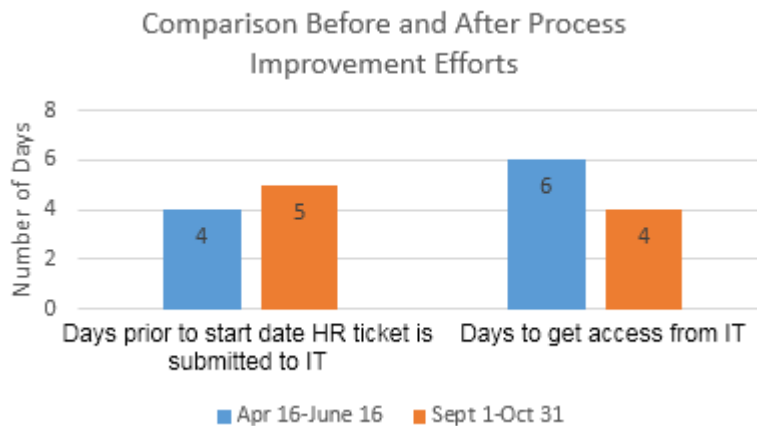
Department of Corrections Human Resources, IT and Business Services worked together to improve frequency of new employee computer access on day one of employment. The process improvements implemented so far have decreased days to process IT requests for new employees from 6 days to 4 days.

Details:

Description of the problem: New employees did not always have computer access on day one of employment causing delays in orientation and start of work tasks.

Description of the improvement: The improvement involved assembling a team, holding a Value Stream Mapping event and creating an implementation plan based on the future state. The improvement which helped this process the most was going from a batching method for creating basic computer account access to a one-piece flow process. Other improvements involved Human Resources taking extra care to spell names correctly when entering into HRMS and encouraging earlier submission of Appointment Approval Letters.

Specific results achieved:



*Tickets are being submitted one day sooner than previous. The days to establish access has decreased by 2 days. Employees now have computer access on the day they start.



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How we involved customers or stakeholders in this effort:

The initial project team involved employees from three different departments and various locations as both stakeholders and customers. The end user is any new DOC employee and the value provided is realized upon their immediate ability to start working on tasks dependent on computer access.

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