



Detailed Lean Improvement Project Report

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

Agency name:

Washington State School for the Blind (WSSB)/Ogden Resource Center (ORC)

Improvement project title:

Accessible Forms

Date improvement project initiated:

November 2014

Summary:

The Ogden Resource Center improved the usability and accessibility of 3 forms that are used regularly resulting in paper reduction and elimination of 4 additional forms.

Details:

Description of the problem: The ORC had 7 forms that were used regularly by staff and clients that had to be printed out, filled in, and then mailed back. These forms ranged from textbook ordering for both large print and braille (6 different forms) to school district account holder registration forms (1 form). The textbook order forms are used by every district in the state and agencies and colleges throughout the United States.

Description of the improvement: First step was to reduce the number of forms by combining 5 forms into a usable 1 form. Then the 3 remaining forms were created in Adobe Acrobat Professional as accessible forms that could be filled in on the computer and either emailed back or printed. Formulas were created to do automatic calculations to eliminate errors.

Specific results achieved: Now that the forms are accessible, our blind staff and clients can fill them out independently and more accurately. We have also reduced the number of forms the have to be processed.

How we involved customers or stakeholders in this effort:

We used our blind staff members to test out the accessibility of the forms. The forms will go into effect along with the debut of the ORC updated website and database which is scheduled for January 2015.

Contact persons:

Kandi Lukowski (accessible forms) and Justin Raner (calculation formulas)