Detailed Lean Improvement Project Report

RESULTS WASHINGTON

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

Agency name:

Washington Traffic Safety Commission (WTSC)

Improvement project title:

Invoice Processing Update

Date improvement project initiated:

11/01/2012

Summary:

WTSC improved the existing invoice process, resulting in a reduction of 7 days – from 18 days to 11 days. And reduced re-work by approximately 60 percent.

Details:

Description of the problem:

The existing process for reviewing and approving grantee invoices was lengthy and required the passing of paperwork through many hands. Our objective was to streamline this process, getting payment to our customers faster and minimizing staff work time and effort.

Description of the improvement:

We defined a set of actions to implement and 12 months after implementation of these actions. We measured our progress by using an Invoice Tracking Log and comparing it to the Enterprise Reporting System data. The compilation resulted in a reduction of 7 days in the process, or 40 percent (previously 18 days, now 11 days). And approximately 60 percent reduction in re-work.

Specific results achieved:

- Reduced processing time by 7 days.
- Reduce re-work by 60 percent.

How we involved customers or stakeholders in this effort:

WTSC vendors received payment 7 days earlier.

Contact person:

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