

Strategic Lean Project Report



Lessons Learned Process in the 225th Air Defense Sector (ADS)

Agency: Washington Military Department

Project Impact

The Washington Military Department improved the Tactics Development Process, resulting in an increase of lessons learned documentation collected from 2.3% to 20.4%

The 225th Air Defense Sector crews are implementing and sustaining process improvements at a much higher rate. This ultimately makes the unit more effective in accomplishing their mission of keeping the American people and American airspace safe, which makes our State and its citizens safer as well.

Project Summary

The 225th Air Defense Sector has the critical mission of monitoring U.S. air space west of the Mississippi River. Lessons Learned from training events, exercises and real-world missions drive the unit's process improvements. Unfortunately, lessons learned were rarely documented in writing and were simply discussed verbally and within small groups. Failing to capture and disseminate lessons learned was depriving the unit of continuous process improvement and progress.

Lessons learned were being collected as an average rate of 1.7 (2.3%) submissions per month compared to our target of 30 (40%) submissions per month, which we wanted to reach by 7/30/2017.

The 225th Air Defense Sector implemented the following items to improve the process of collecting accurate lessons learned data:

- Built an information repository to collect lessons learned, easily accessible by the 225th Air Defense Sector crews.
- Leadership reinforcement on the importance of collecting data.
- Continuously reinforced the importance of collecting and recording lessons learned data.
- Provided training and feedback.

Project Results



Quality

Increased Lessons learned formalized data collection **from** 2.3% **to** 20.4%.



900% increase in data collection of lessons learned resulting in more accurate information to be passed on to trainers to improve training and preparedness in emergencies

Project Details

Date improvement project was initiated: 2/1/2017

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