Cash receipt transmittal process improvement

Agency: Washington State Parks and Recreation Commission

Project Impact
State Parks continued to improve its cash receipt transmittal process and decreased coding errors from 30 percent to 5 percent. This also resulted in a reduction in touch time (staff time) from 30 minutes to 15 minutes per transaction.

Project Summary
State Parks met its target result. The goal was to decrease cash receipt transmittal processing time by 50 percent, by June 30, 2017.

The agency has been continuously improving its cash receipt transmittal process, since an initial Value Stream Mapping workshop in 2013. The most recent improvements are saving time and allowing staff time and energies to be redirected to mission-critical work that benefits the park system and its customers.

Working with internal customers, State Parks implemented the following improvements:
- Streamlined the process by removing two steps – manual keying of data and line-by-line data review
- Reduced coding errors and process time
- Standardized the process across parks and programs

Project Results

Quality   Decreased coding errors **from** 30% **to** 5%.   ⟶   *25% reduction in errors*
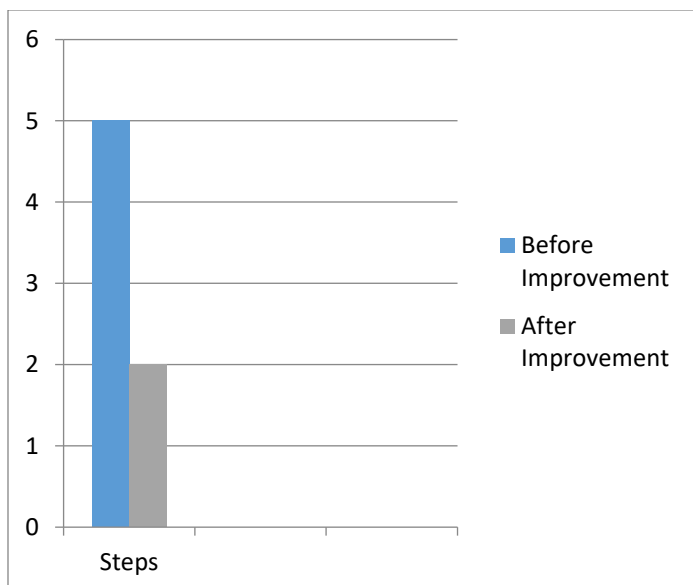
Time   Decreased cycle time **from** 20 hours per month **to** 10 hours per month.   ⟶   *Reports are current the same business day.*

Eliminated 2 steps from the process *by eliminating the manual keying of the data and the line-by-line data review.*

Strategic Lean Project Report

Project Details

Date improvement project was initiated: 1/30/2017
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Report reviewed and approved by: Director, Don Hoch