Strategic Lean Project Report

For Reporting Period: July 1, 2015 through December 31, 2015

I. General Information:

Lead agency name: Washington Department of Fish and Wildlife
Partner agencies: N/A

Improvement project title: Scientific Collection Permit Process Improvement

Date improvement project was initiated: 6/25/2015

Project type: Type of project.

Project is directly connected to:	**If applicable, specify the alignment:**
☐ Results Washington performance measure	
☒ Agency Strategic Plan	Goal 4. Objective C.
☐ Other	

Report reviewed and approved by: Joe Stohr, Washington Department of Fish and Wildlife

II. Project Summary:

The Washington Department of Fish and Wildlife improved the Scientific Collection Permit (SCP) process, resulting in reducing the amount of time used to process a permit from 164 minutes to 67 minutes. The Department processes about 350 permits per year.

III. Project Details:

Identify the problem:	The supervisor of the person processing SCPs asked for help to reduce the amount of SCP processing time to give that person more time for other tasks.
Problem statement:	Currently, the SCP processor averages 164 minutes of processing time compared to our target of 82 min, which we want to reach by 7/1/2015.
Improvement description:	Process participants conducted a value stream mapping workshop to map the process, select improvement opportunities, and implement selected countermeasures.
Customer involvement:	Process participants included a regular SCP customer.

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IV. Project Details:

Improved process as measured by: *(Click those that apply)*	Specific results achieved: *(Complete the narrative boxes below)*	Total Impact: *(Actuals; Current Reporting Period)*	Results status:
☒ **Time**	Decreased permit processing time **from** 164 minutes **to** 67 minutes.	Increased staff capacity by 93 min/permit	Final

V. Contact information:
Name: Rob Geddis   **e-mail**: Robert.geddis@dfw.wa.gov
Phone number: 360-902-2241

VI. Optional Visuals:
Delete section if not using. Provide before and after photos or simple charts. If using an image, please keep the image file size under 100KB.

Updated: 12-17-15