



Green Belt Six Sigma Project Report Out

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Auditor of State's Office

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OPT REPORT CONTENT REVIEW

SUPPORT & TEAM

- Project Mentor: Tom Melfo (OOD)
- Project Sponsor: Joe Rust (AOS OPT)
- Process Owners:
 - Max Uhl (AOS OPT)
 - Melissa Rohr (AOS OPT)

BACKGROUND- SCOPE

AOS OPT Content reviews incur significant time and resources to correct defects found in the audit report draft.

Scope: All projects reviewed since workshop implementation (January – June 2014)

First Step: Project manager writes final report draft

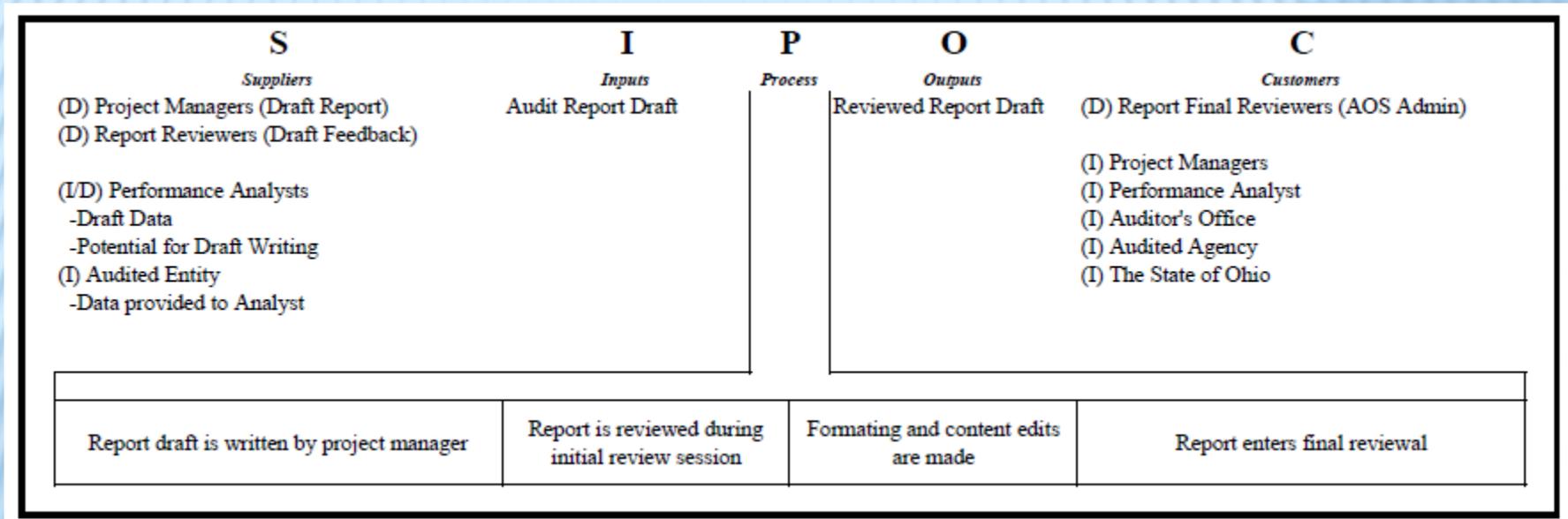
Last Step: Report is sent to Director

PROJECT GOALS

Project Benefits:

- High report quality at the source
- Less Loopbacks
- Shorter time spent in content review
- Earlier delivery of the final report client
- Increased value of content within reports

HIGH LEVEL PROCESS - SIPOC



THE REVIEW LOOPBACK



DATA

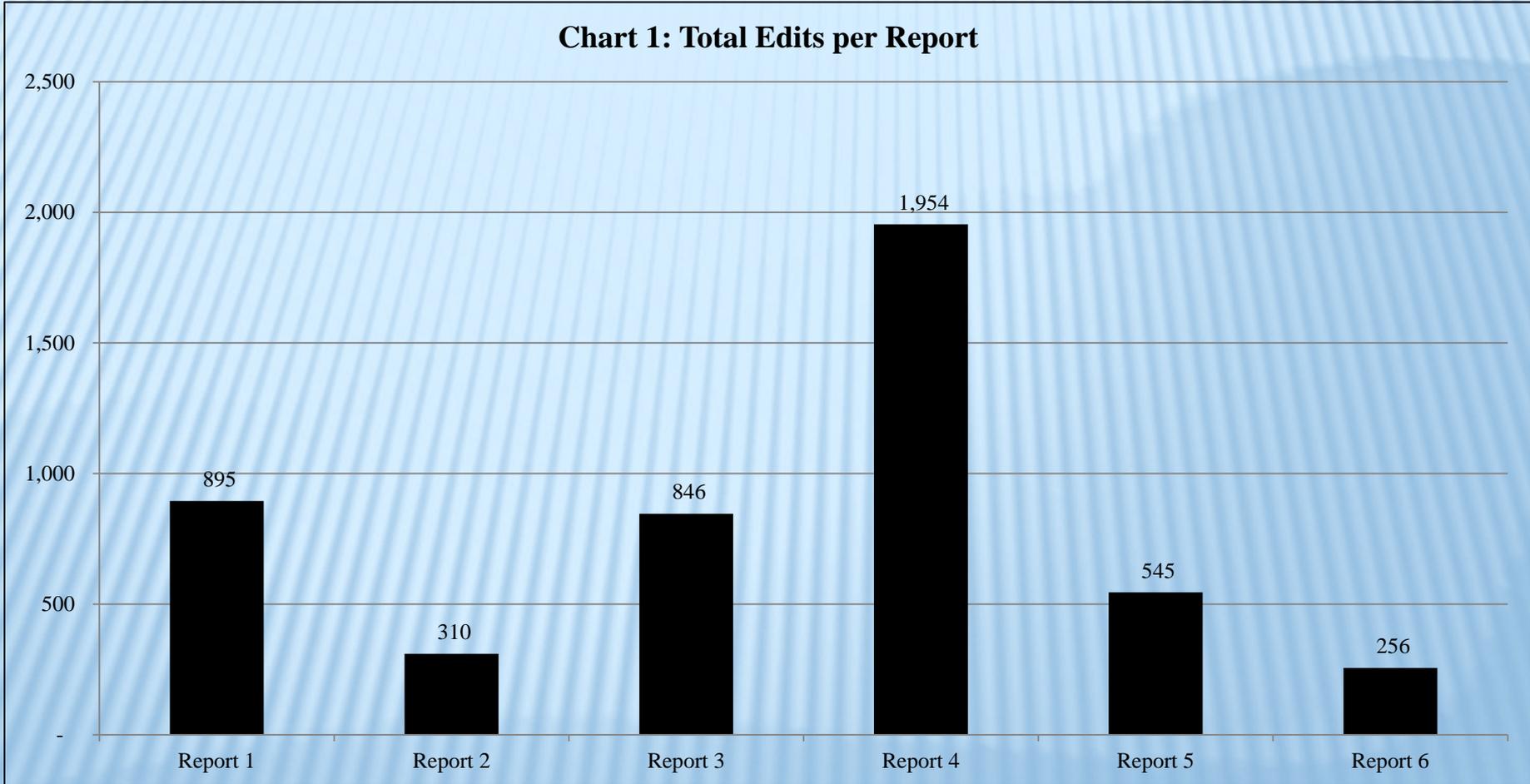
- Limited ready-to-use report data
 - Track changes were kept inconsistently
 - Not every version was kept
- Solution
 - Use of the Word “compare” feature from initial draft to director draft

DATA COLLECTION PLAN

- Compliance: Addition or deletion of recommendation; Any change of a number not related to rounding (unless that number was part of a recommendation; e.g. Reduce 1.2 FTEs compared to 1 FTE)
 - Per occurrence
- Style and Structure: Addition, rewording, or deletion of text not compliance related
 - Per Sentence
- Grammar: Correction of punctuation and spelling
 - Punctuation: Per occurrence
 - Spelling: Per word
- Formatting: Correction in visual presentation; e.g. incorrect font style and size
 - Formatting within Table: Per table
 - Formatting within Text: Per page

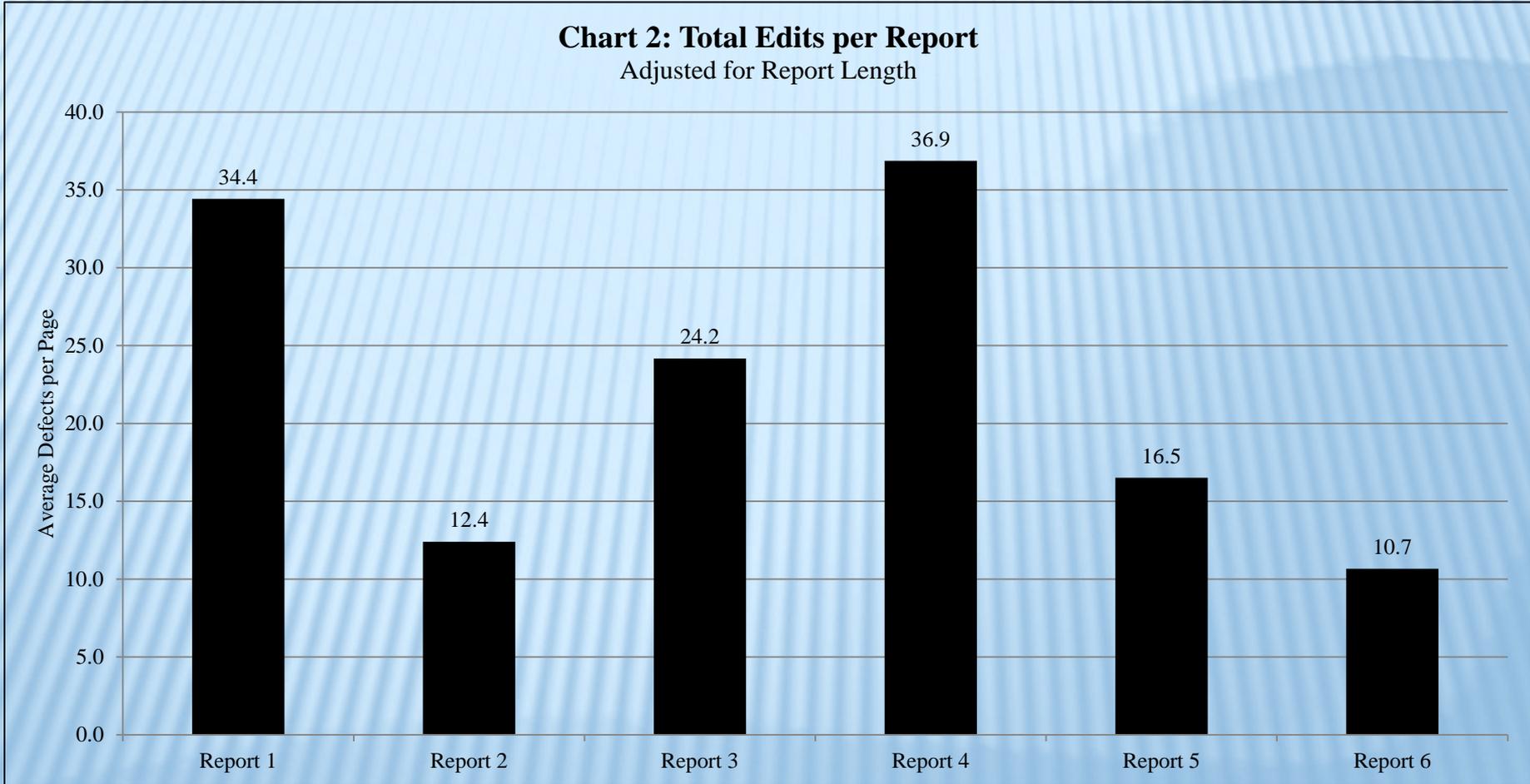
BASELINE DATA

Chart 1: Total Edits per Report



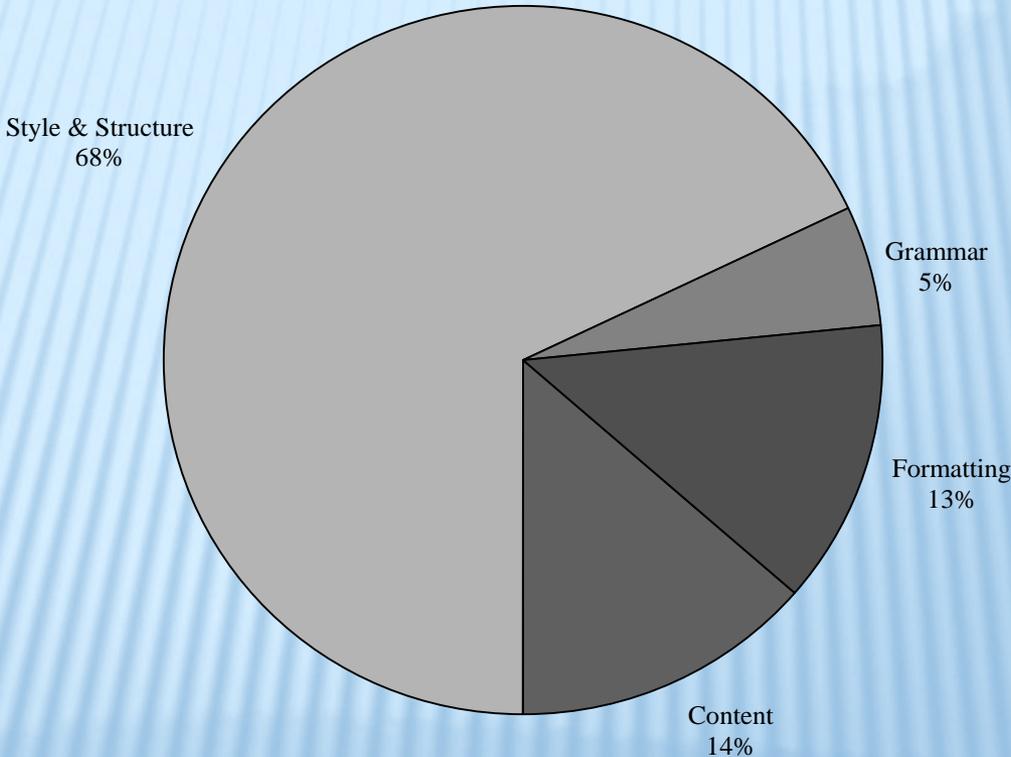
BASELINE DATA

Chart 2: Total Edits per Report
Adjusted for Report Length



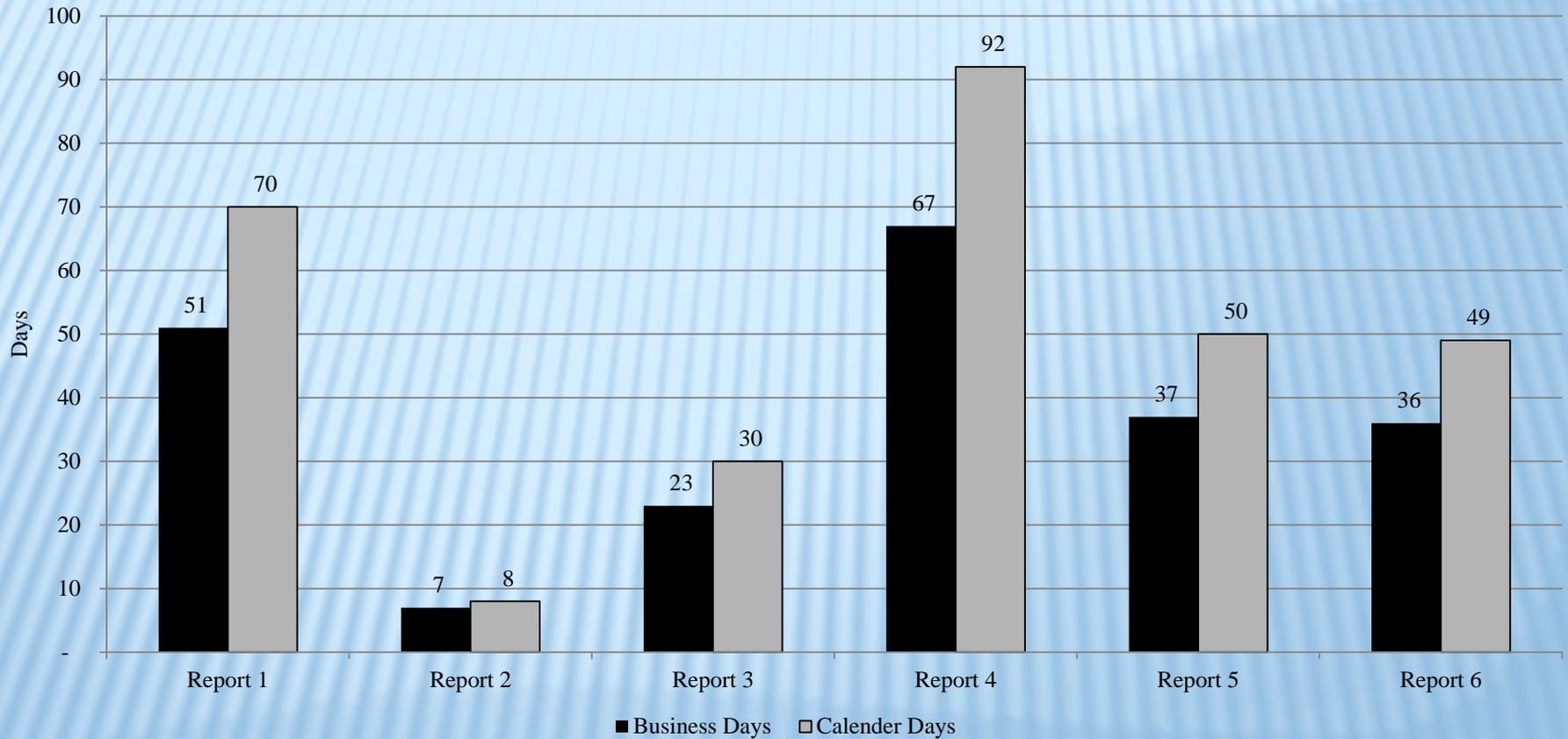
BASELINE DATA

Chart 3: Total per Edit Type



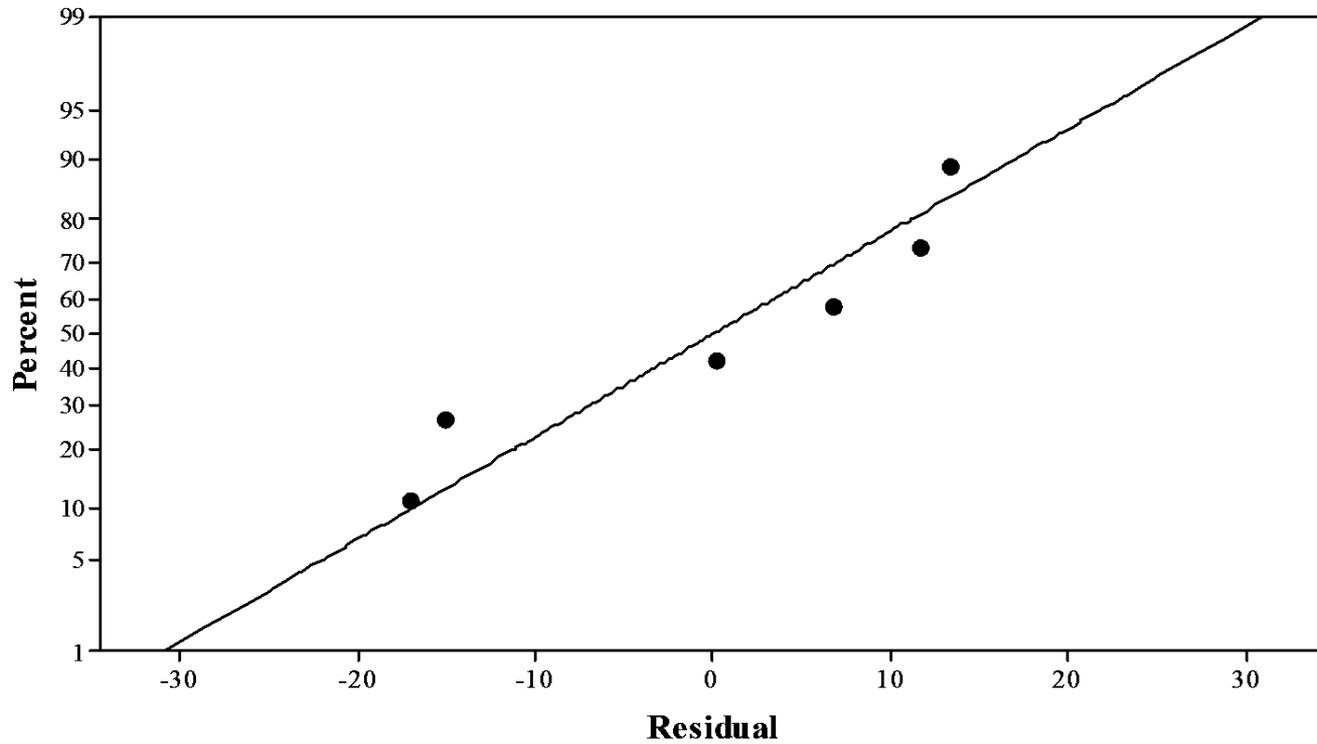
BASELINE DATA

Chart 4: Content Review Duration



BASELINE DATA

Chart 6: Normal Probability Plot
(response is Content Review Business Days)

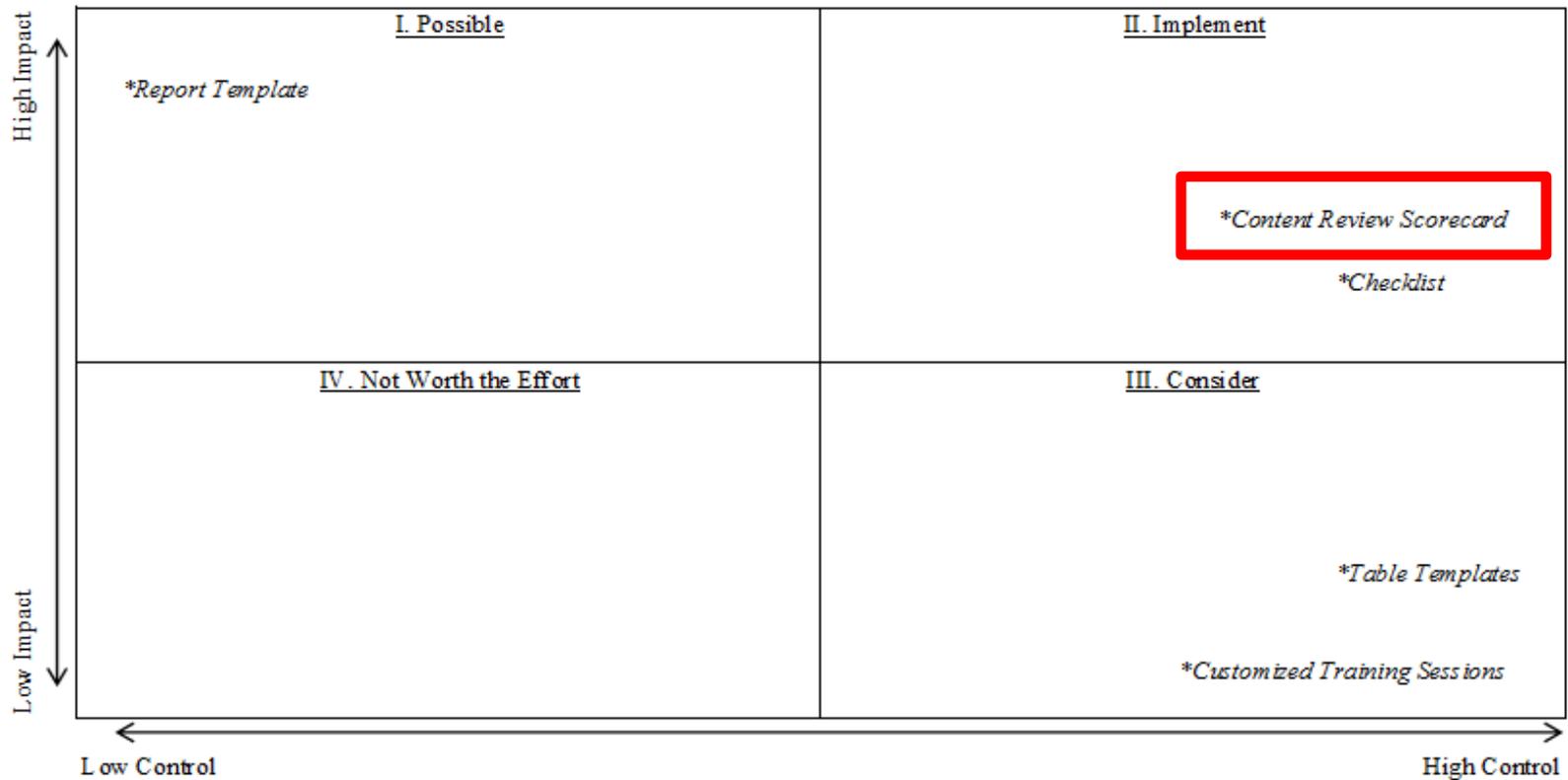


AND THE SURVEY SAYS...

- A survey was conducted to gauge report writers thoughts on report writing and their perspective of the content review process
 - Results are still being collected

IMPACT MATRIX

OPT Content Review - Improving Quality at the Source



FORMATION OF A REVIEW SCORECARD...

Content Review Scorecard

Type	Description	Example	Grade	Grade Description
Compliance	Identified concerns of a compliance nature	Issue For Further Study (IFFS) instead of recommendation	A	No compliance errors
			D	Supplemental explanations in the report are necessary
			F	Significant compliance concern
Consistency	Correction in report-to-report content variations (not formatting)	Standard financial impact table missing	A	No consistency errors
			B	Rare consistency errors
			C	Infrequent consistency errors
			D	Frequent consistency errors, requiring minimal corrections
			F	Frequent consistency errors, requiring significant corrections
Grammar	Sentence structure and composition	Errors regarding syntax, punctuation, and spelling	A	No grammatical errors
			B	Rare grammatical errors
			C	Infrequent grammatical errors
			D	Frequent grammatical errors, requiring minimal corrections
			F	Frequent grammatical errors, requiring significant corrections
Formatting	Correction in visual presentation	Incorrect font style and/or size	A	No formatting errors
			B	Rare formatting errors
			C	Infrequent formatting errors
			D	Frequent formatting errors, requiring minimal corrections
			F	Frequent formatting errors, requiring significant corrections
Appropriateness	Concerns regarding relevance of report information	Extent to which supplemental content may or may not be included in an appendix	A	No appropriateness concerns
			B	Rare appropriateness concerns
			C	Infrequent appropriateness concerns
			D	Frequent appropriateness concerns, requiring minimal corrections
			F	Frequent appropriateness concerns, requiring significant corrections

SPECIAL THANKS TO...

Dave Yost, Auditor of State

Dan Cecil, OPT Director

Joe Rust: OPT Supervisor

Tom Melfo: Project Sponsor

OPT Project Leads and Content Reviewers, including:

- Max Uhl, Melissa Rohr , Tyson Hodges, Matt Pettella, Amanda Larke, Mike Day, and Cody Koch

QUESTIONS/COMMENTS

