

# Clean Sheet Redesign

REDEFINING YOUR PROCESS

SIMPLER. FASTER. BETTER. LESS COSTLY.

**LEAN**Ohio

# Concepts to Remember During Re-design

- Design processes around value-adding activities
- Work performed where it makes the most sense
- Ensure a continuous flow
- Reduce waiting, moving, and rework time
- Reduce or eliminate batching
- Reduce checks and reviews
- Build quality in to reduce inspection and rework (Poka-yoke)

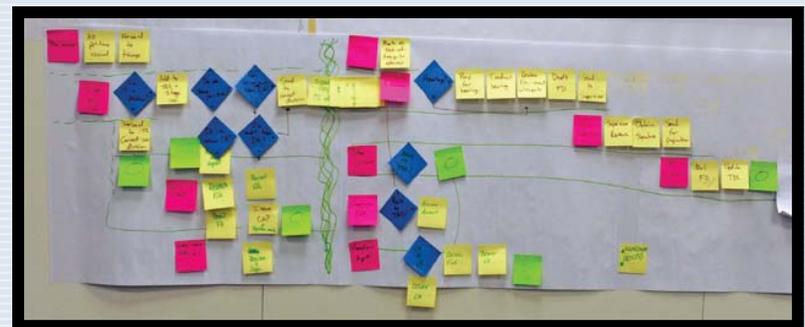
# Taxation – Tax Appeal Process



Current State = 143 steps, 4 entry points

Future State = 96 steps, 1 entry point

Lead time reduced from 32 months to as few as 7 - 20 days





# Public Safety – Trooper Recruitment



Current State = 235 steps, 28 decisions, 76 handoffs, 50 delays

**Future State = 34 steps, 8 decisions, 11 handoffs, 15 delays**

**Lead time reduced from a range of 191 days to more than a year, down to 61 days**

