



Green Belt Lean Six Sigma Project Report Out  
Laniqua Clark  
Ohio Shared Services

# Supplier Self-Registration

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# Background/Scope

## Background:

Since 2009 OBM/OSS has made multiple attempts over the past 7 years to implement Supplier Self-Registration. Various projects prevented the build & execution of Self Service.

## Scope: To have new Suppliers self-register

- 1<sup>st</sup> step- Supplier registers online
- Last step- Registration is approved

# Problem Statement

- High rejection rate (over 40%)
- Supplier Forms have been Poka-Yoke/revamped approximately 9 times over the last 8 years to make them more user friendly/easier to complete however; we still receive incomplete & inaccurate forms

# Project Goals/Benefits

- Automation-allows Suppliers to input their own information
- Increase efficiency-by eliminating paper forms & reducing rejection rate
- Streamline processes-reduce amount of manual touches=faster processing/turnaround time
- Reduce costs & save the State money
- Improve quality

# Project Boundaries

- Currently Supplier Self-Registration is only for New Suppliers
- Access to Technology
- Ease of Use

# Data Collection Plan

- OAKS
  - Reports/Queries
- SharePoint
- Time Studies
- Service Management

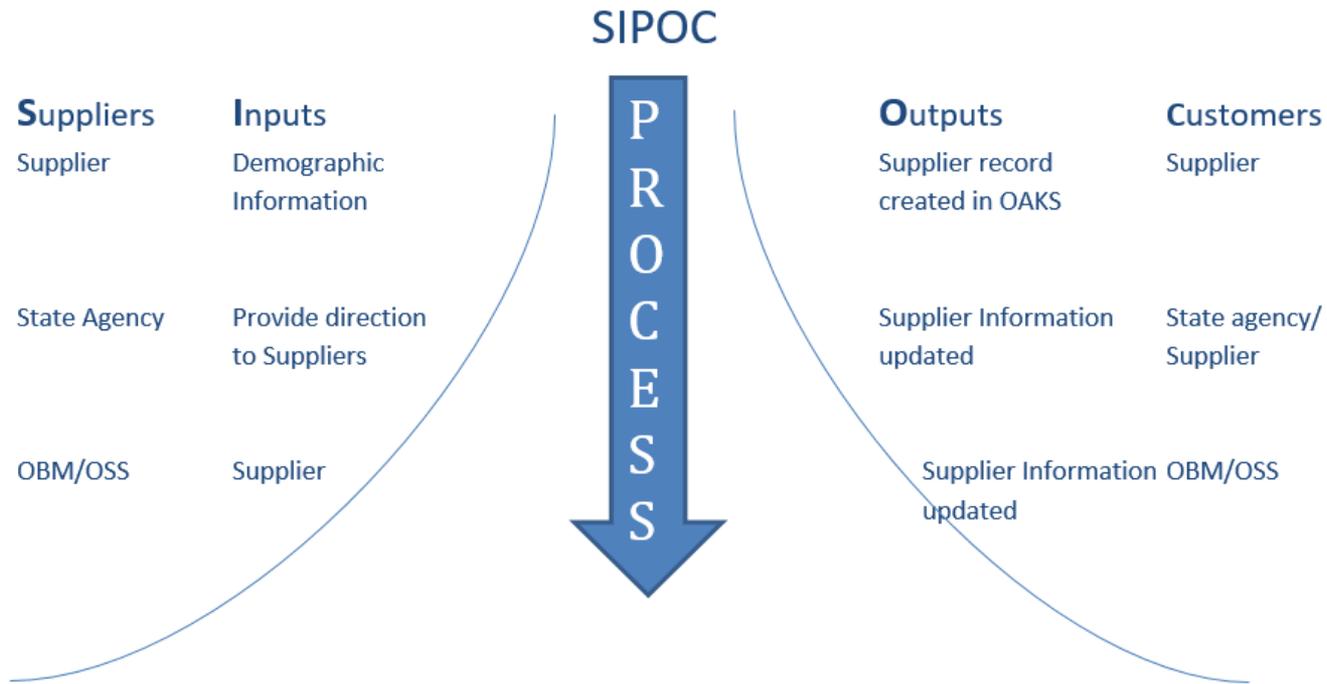
# Baseline Data

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Current	07/16	08/16	09/16	10/16	11/16	12/16	01/17	02/17	03/17	04/17	05/17	06/17	07/17	08/17	09/17
Previous	07/15	08/15	09/15	10/15	11/15	12/15	01/16	02/16	03/16	04/16	05/16	06/16	07/17	08/17	09/17
Volume	1707	1596	1845	1721	1657	1629	1694	1555	1860	1518	1733	1318	1707	1596	1845
	1864	1574	1484	1613	1473	1553	1522	1692	1711	1535	1911	1359	1864	1574	1484
Avg time to process SD request	4.1	3.5	2.7	1.5	1.3	0.8	0.9	2.0	1.7	1.0	0.9	0.7	4.1	3.5	2.7
	3.1	2.4	4.7	2.9	2.8	2.0	1.2	1.3	2.7	2.7	2.9	2.2	3.1	2.4	4.7
% completed in 3 business days	50%	46%	65%	95%	97%	99%	100%	95%	96%	99%	98%	98%	91%	100%	98%
	0%	0%	0%	0%	0%	0%	99%	100%	59%	64%	53%	83%	0%	0%	0%
% Approved 1st time (SSR)	NA	100%	78%	61%	60%	74%	82%	79%							
	0%	0%	0%	0%	0%	0%	NA	NA	NA	NA	NA	NA	0%	0%	0%
% of SSR Rejects (SSR)	NA	0%	42%	45%	47%	29%	25%	25%							
	0%	0%	0%	0%	0%	0%	NA	NA	NA	NA	NA	NA	0%	0%	0%
% of Paper Rejects	42%	42%	41%	39%	41%	42%	40%	43%	43%	45%	39%	47%	39%	38%	43%
	0%	0%	0%	0%	0%	0%	39%	42%	41%	42%	41%	43%	0%	0%	0%
Avg Quality Rate	98%	96%	97%	99%	96%	96%	97%	95%	97%	98%	97%	98%	98%	96%	97%
	97%	98%	NA	98%	98%	96%	97%	98%	NA						

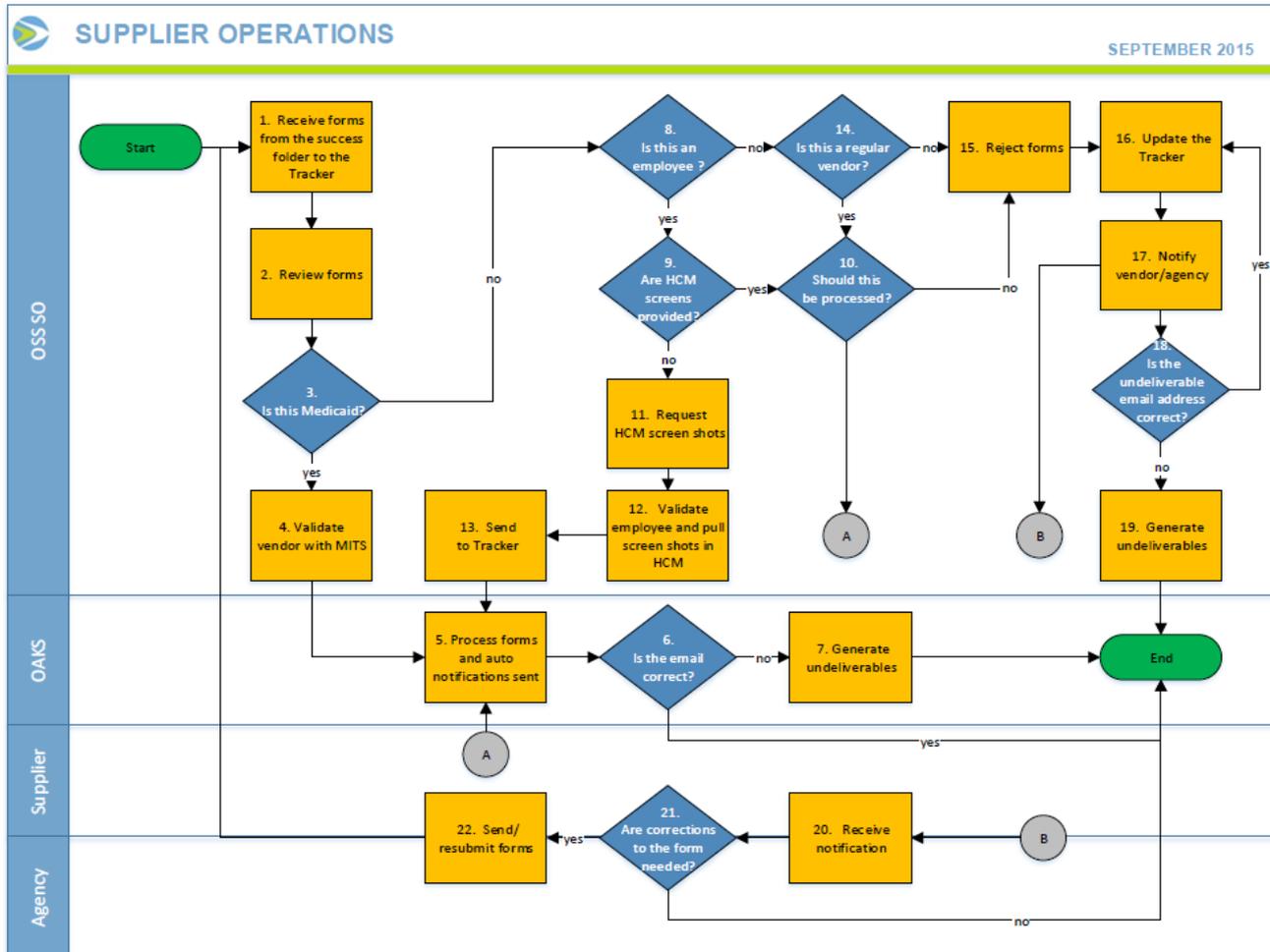
# Change Management Plan

- Testing
- Training
- Documenting procedures
- Communicating to Suppliers & Agencies to use the Self-Registration portal

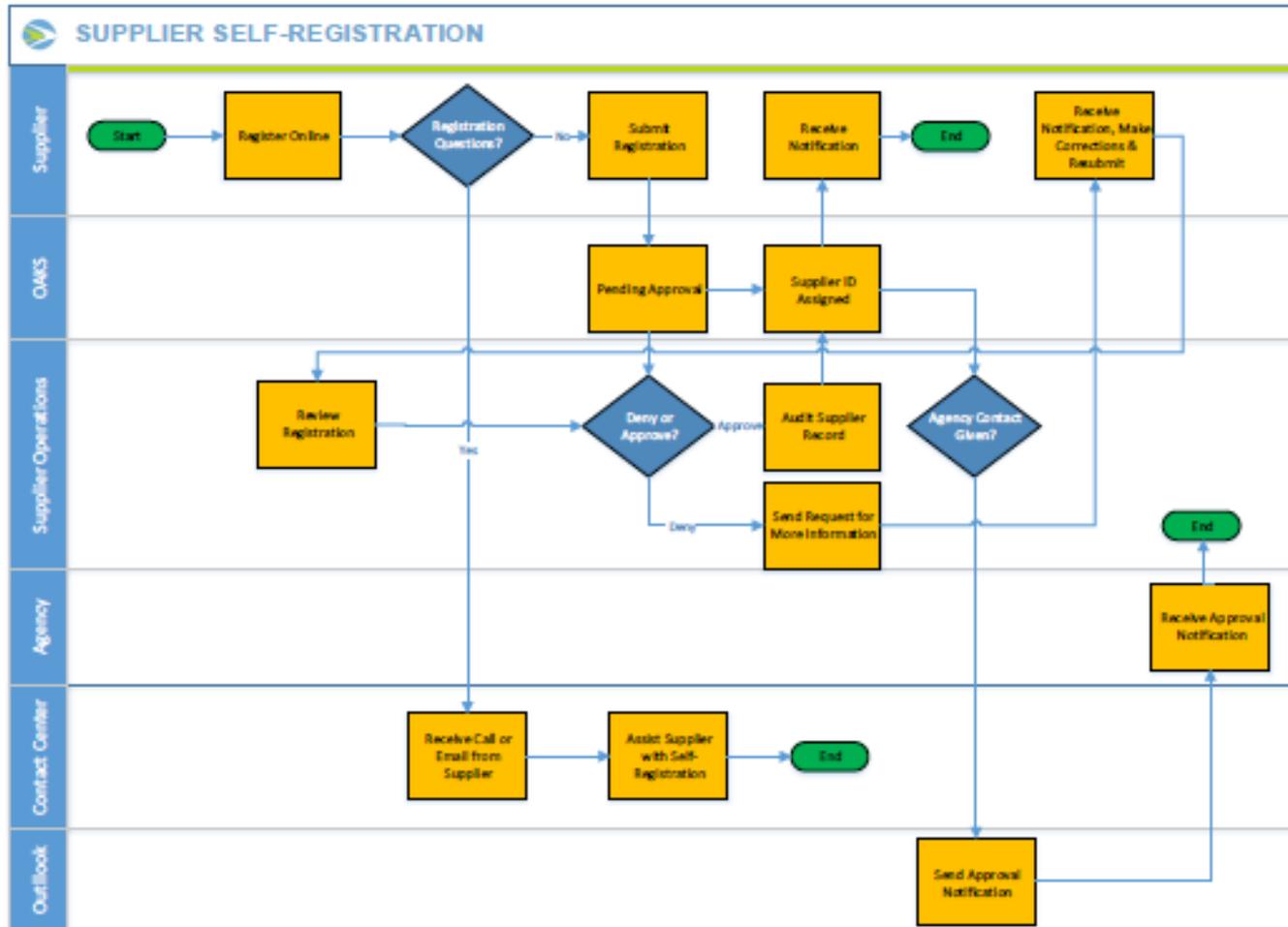
# High Level Process - SIPOC



# Process Map-Current Manual Process



# Process Map-Supplier Self Registration



# Project Metrics

Measure	Before	After	Difference
Process Steps	22	13	9 steps (41% reduction)
Decisions	8	3	5 steps (62% reduction)
Handoffs	7	3	4 steps (58% reduction)
Backlog	3.1 days	1.0 (0.4-SSR)	2.1 days (68% reduction)
Rejection Rate	42%	25%	41% decrease
Processing Rate	4.78	7.09	2.31 more per hour (33% increase)
Number of Transactions Processed	50,400	76,320	25,920 (34% difference)

# Improvement Summary

## Key Issues

High Rejection Rate

Inaccurate/incomplete Supplier forms

Data entry/manual touching involved

## How We Improved

Decreased rejection rate from 42% to 25%

Supplier has to input their own information online/system has required fields

By automating the process this results in less manual touches=faster turn around time

# Supplier Self-Registration Portal- www.supplier.obm.ohio.gov



[About eSupplier](#)

[Register a New Account](#)

[Continue Self-Registration](#)

[Update an Existing Account](#)

[Medicaid](#)

[Help & Information](#)

 [Login](#)

A screenshot of the Ohio Supplier Portal Sign-On Page. The page title is "Ohio Supplier Portal Sign-On Page" and it includes a "Home" and "Sign out" link in the top right. The main content area is titled "Welcome to OAKS" and contains a login form with fields for "User ID" and "Password", and a "Sign In" button. Below the form are links for "Supplier Instructional Guides (Job Aids)", "Register as a Supplier", "Find out if my company is registered", and "I forgot my password". A "Help Desk" section at the bottom provides contact information for Ohio Shared Services, including an email address (OhioSharedServices@ohio.gov) and a phone number (614-338-4781 or 1-877-OHIO-831). The page also displays "Hours of Live Support" and "System Availability" information.

# Supplier Self-Registration Portal- www.supplier.obm.ohio.gov

Supplier Registration Info			
Registration ID	Entered on	10/17/2017	
* Legal Business Name	URL	ABC Company	<a href="#">View Attachment</a>
Identification Classification			
TIN/SSN	159753852		
UN - UNSPSC Code	10121700	Fish food	
Profile Questions			
* Please attach a copy of your signed W9			
		<a href="#">View Attachment</a>	
Which state agency(s) are you in the process of doing business with?		ODH	
Please enter the state agency(s) contact name and email address if known.		Mary Smith	
* Please provide the name and contact number of the individual completing this request.		Michelle Scott	
Self Categorization			
	10000000	Live Plant and Animal Material	
Address Information			
* Primary Address	Description	Main Address	
	Country	USA United States	
	Address 1	1 E Main St	
	Address 2		
	Address 3		
	City	Columbus	
	County		Postal 43215
	State	OH	
* Business Email		smith12345@gmail.com	
Contact Information			
* Primary Contact	Description	Primary Contacts	

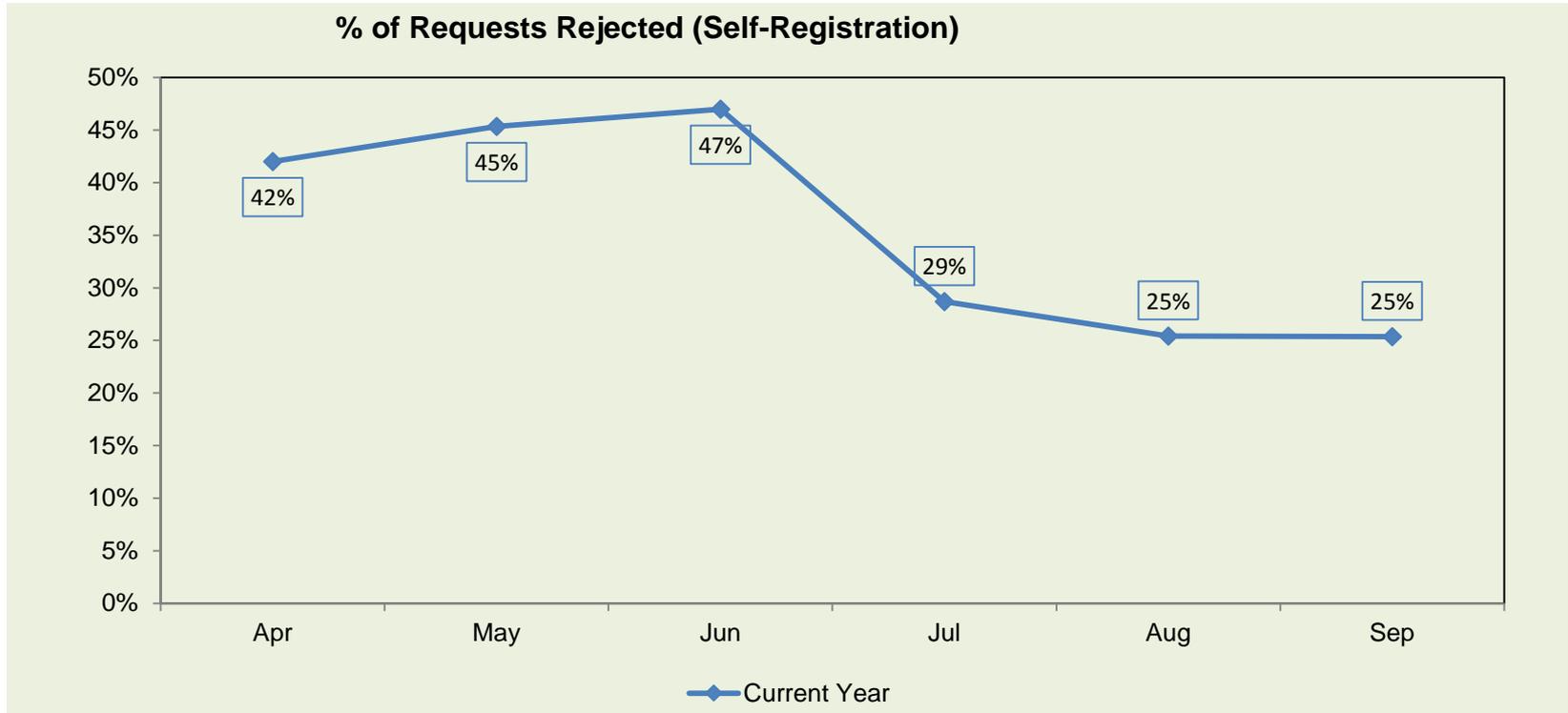
# Self-Registration Totals

1,417-Approved

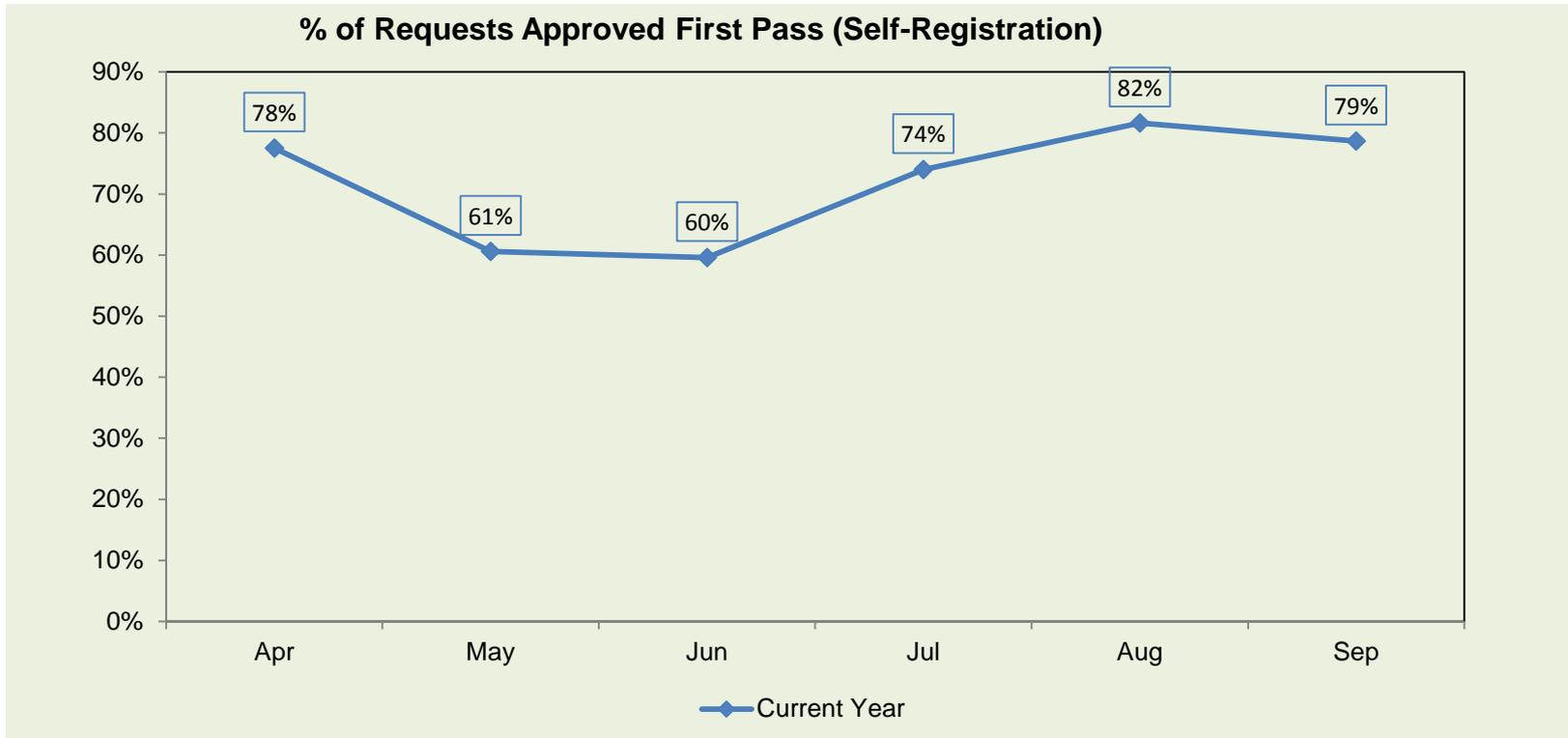
221-Draft

174-Requesting more information

# Results



# Results



# Cost Savings Scorecard

Measure	Projected Cost
Total Employee Expense	\$345,000 per year
Savings in Production (Reallocated Hours)	172.80 hours per year (training, projects, etc.)
<b>Total Cost Savings</b>	<b>\$115,000 per year</b>

# In Summary

Through automation, streamlining processes & increasing efficiencies Supplier Self-Registration has decreased our rejection rate, increased our quality & productivity and saved the State money

# Special *thanks* to...

Senior Leadership: John Palermini

Sponsor: Sherri Lowe

Lean Liaison: Betsy Bashore

Process Owner: Heather Tomlinson

Subject Matter Expert/s: Supplier Operations Team, Brandi Crowley, Pamela Allen, Service Management Team

Team Leader: Laniqua Clark

# Questions/Comments

