



Green Belt Six Sigma Project Report Out

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Ohio Department of Public Safety

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# LEADS DOCUMENT MANAGEMENT PROCESS

# ODPS / OSHP / LEADS TEAM MEMBERS

- Sponsor/Champion
  - Les Reel
- Process Owner
  - Kara Joseph
- Kaizen Leader
  - Joe Gakenheimer
- Project Mentor
  - Patrick Wilson
- Other Team Members
  - Kate Pirwitz

# WHAT IS LEADS?

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- Law Enforcement Automated Data System
  - Ohio State Highway Patrol
  - Ohio Department of Public Safety.



# BACKGROUND- SCOPE

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## Problem/Opportunity Statement

- Storage Documents
  - One Room
- All Docs need checked for accuracy
  - Manual Process to Check, Return for Corrections, and File
  - Docs end up missing

# BACKGROUND-SCOPE CONT.

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## Metrics

- Process Time
- Error Rate Reduction

## Defect Defined

- A form missing from the file cabinet
  - Forms removed for Auditing
  - Forms returned to a customer for correction

# BACKGROUND-SCOPE CONT.

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Scope Defined

First Step

Receive LEADS Agreement, TAC, or LASO forms

Last Step

Completed paperwork is filed

# PROJECT GOALS

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## Project Benefits

- Better utilization of time
- Reduce defects
- Eliminate lost forms

## Leveraging Opportunities

- Agency customers willing to work to improve product

# DATA COLLECTION PLAN

## AGENCY FORM SUBMISSION ERROR ACCOUNTING

Form	Correct	ORI or Agency	Section/Error	Attempt (1, 2)	Date
<input checked="" type="radio"/> LEADS Agreement <input type="radio"/> LASO <input type="radio"/> TAC	<input checked="" type="radio"/> Yes <input type="radio"/> No	OH0290400	Auditor assisted	1	3/27
<input type="radio"/> LEADS Agreement <input checked="" type="radio"/> LASO <input type="radio"/> TAC	<input checked="" type="radio"/> Yes <input type="radio"/> No	"	" "	1	3/27
<input type="radio"/> LEADS Agreement <input type="radio"/> LASO <input checked="" type="radio"/> TAC	<input checked="" type="radio"/> Yes <input type="radio"/> No	OH0360100	could barely reach.	2	3/27
<input type="radio"/> LEADS Agreement <input type="radio"/> LASO <input checked="" type="radio"/> TAC	<input checked="" type="radio"/> Yes <input type="radio"/> No	OH0HP0900	Called twice to obtain correct info	3	3/31
<input type="radio"/> LEADS Agreement <input checked="" type="radio"/> LASO <input type="radio"/> TAC	<input checked="" type="radio"/> Yes <input type="radio"/> No	"		1	3/31

# BASELINE DATA

Our data showed the following:

	LEADS Agreement	LASO	TAC	Total	Percentage
Apps	18	13	24	55	
Correct Apps	15	12	18	45	81.82%
Attempts	23	13	38	74	134.55%
Correct Apps 1 Attempt	10	12	6	28	50.91%
Correct Apps 1 Attempt %	<b>55.56%</b>	92.31%	<b>25.00%</b>	<b>50.91%</b>	
Correct Apps 2 or more	5	0	9	14	
Correct Apps 2 or more %	27.78%	0.00%	37.50%	25.45%	
In Correct Apps	3	1	6	10	
In Correct Apps %	16.67%	7.69%	25.00%	18.18%	

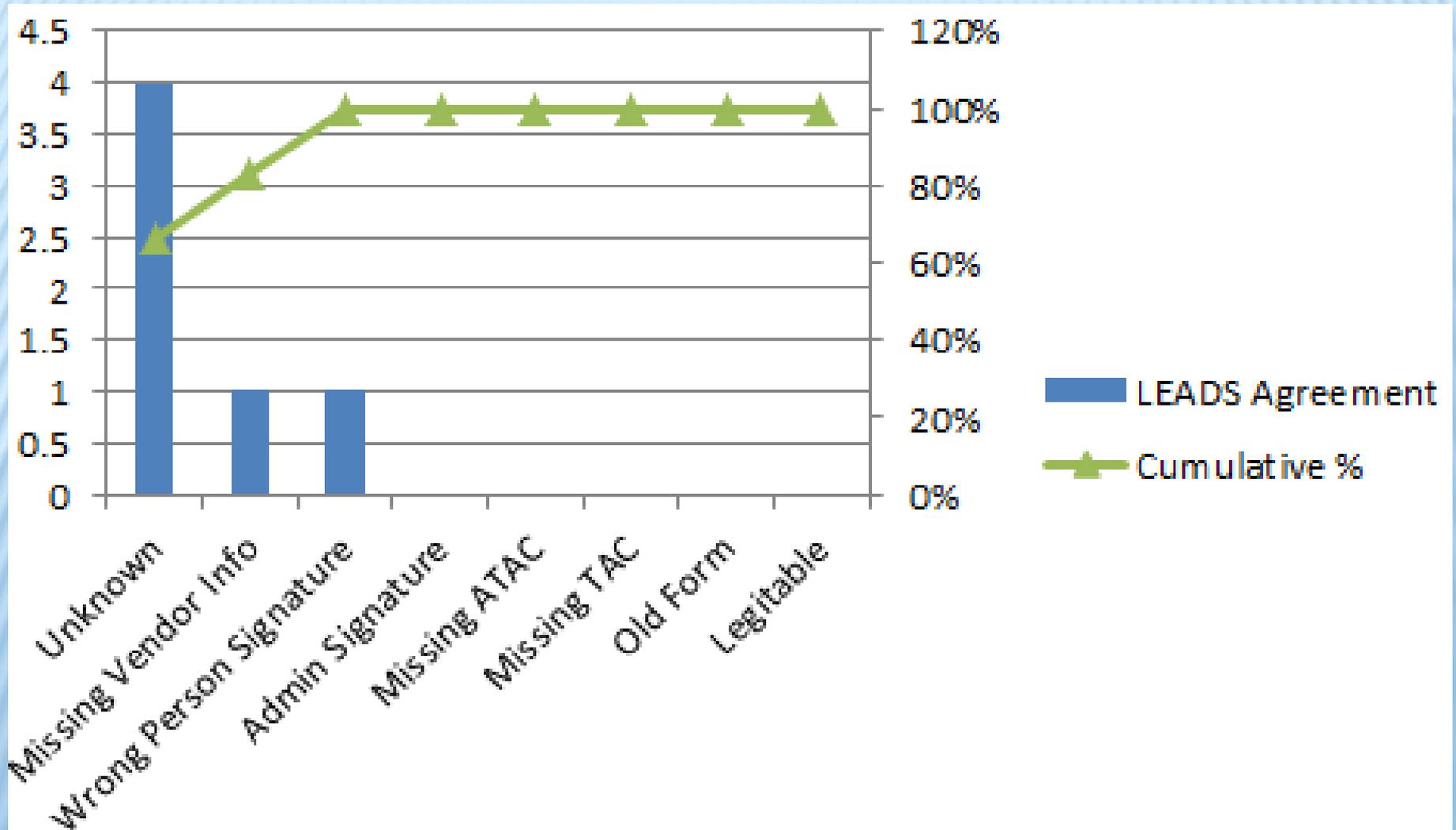
# SIPOC MEETING



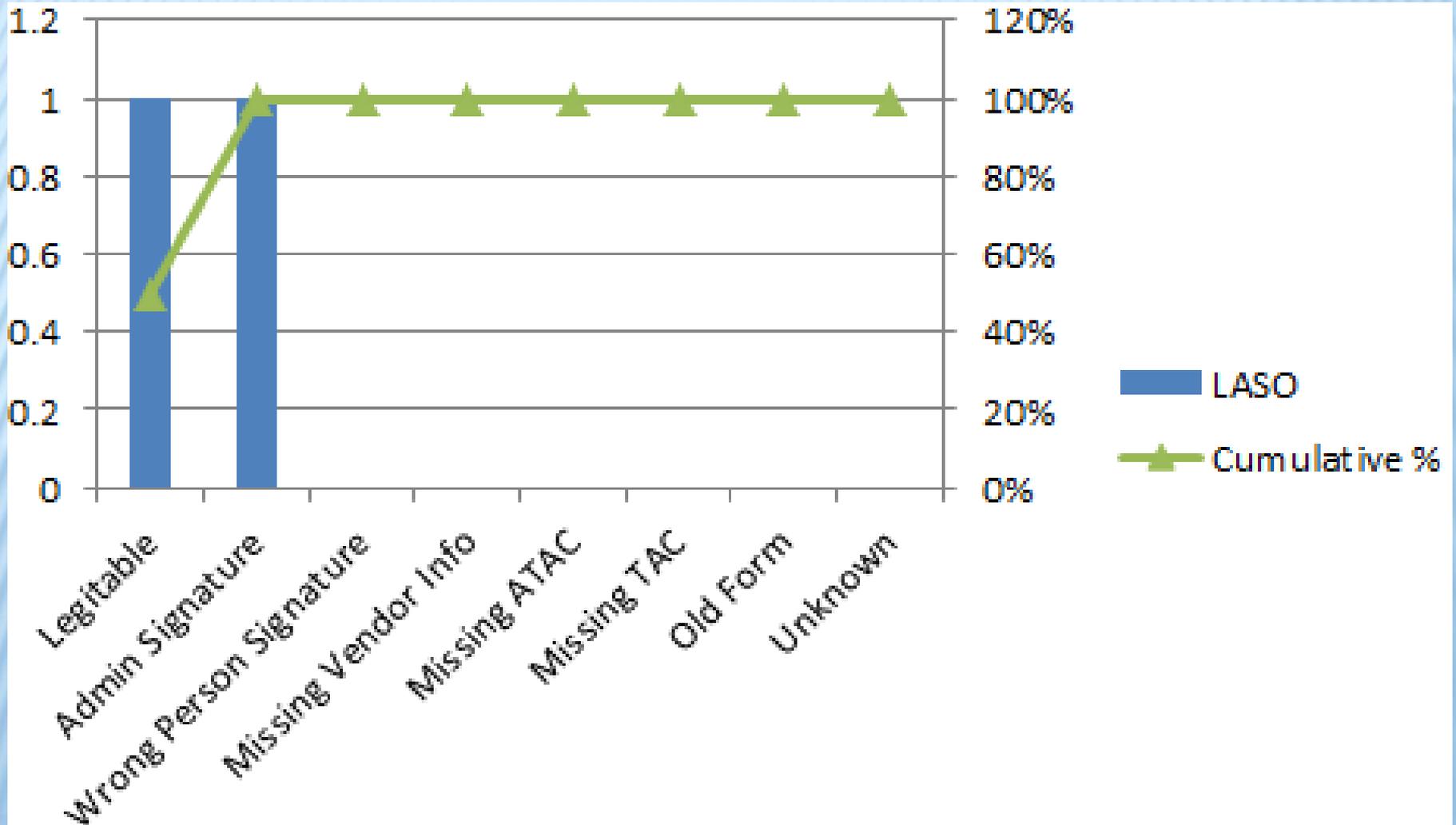
# HIGH LEVEL PROCESS - SIPOC

Suppliers	Inputs	Processes	Outputs	Customers
<p>Agencies</p> <p>LEADS</p> <p>TACS</p> <p>Databases</p>	<p>Form</p> <p>Error checking</p> <p>User ID</p> <p>Agency Info</p> <p>Cert. Level</p> <p>Tac/ATAC Names</p>	<p>Receive Form</p> <p>Check Form</p> <p>Check Messenger</p> <p>Change Cert Levels (ms)</p> <p>Change Agency Record (ms)</p> <p>next Test Update TACS</p> <p>Filing</p>	<p>New Info</p> <p>Accurate Forms</p> <p>Contact Agency</p> <p>Access Levels</p> <p>New Tests</p> <p>New Exp. Dt.</p> <p>Forms</p>	<p>Agencies</p> <p>TACS</p> <p>LEADS</p> <p>Databases</p>

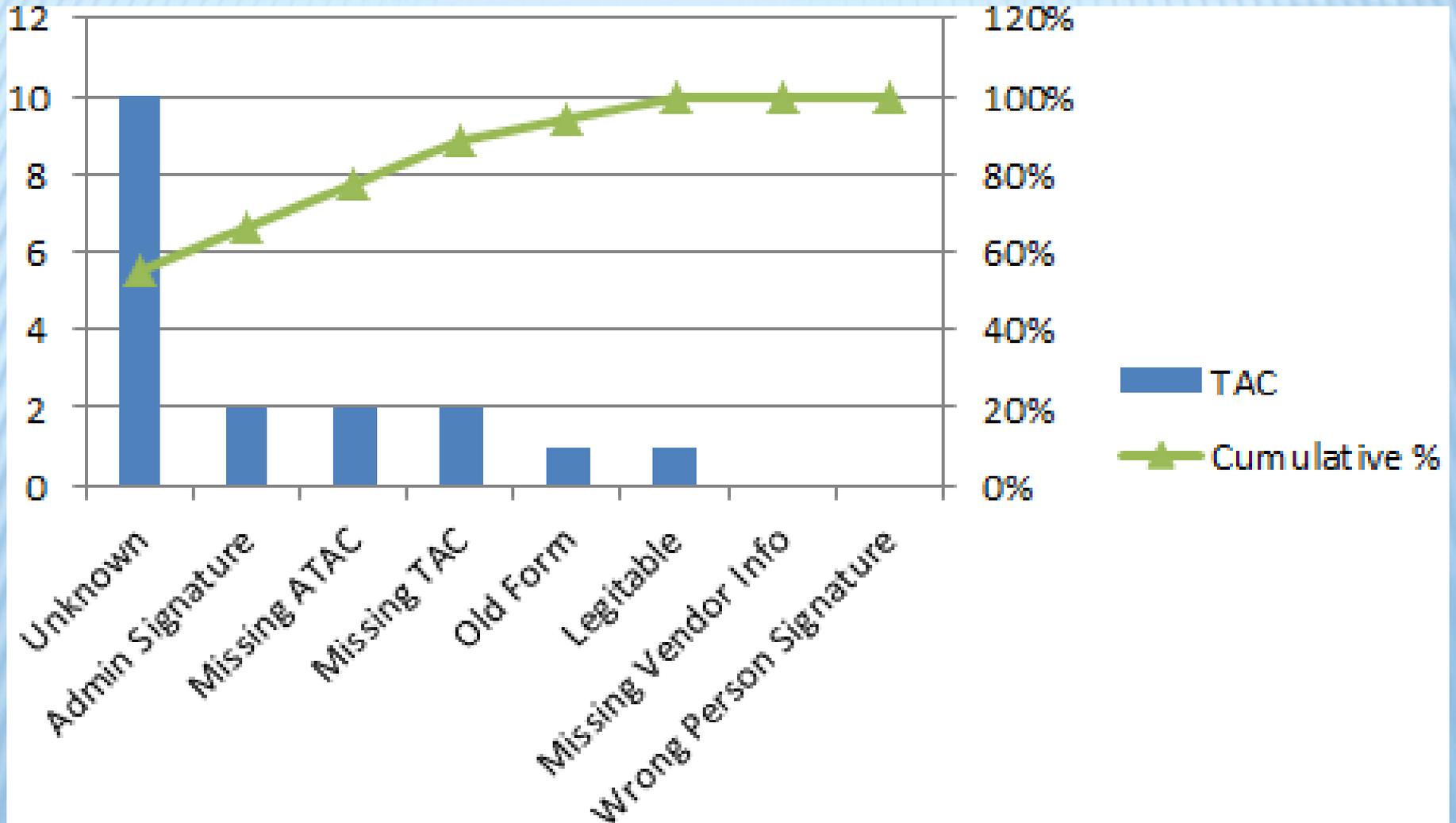
# PARETO CHART OF ERRORED LEADS AGREEMENTS



# PARETO CHART OF ERRORED LASO FORMS



# PARETO CHART OF ERRORED TAC FORMS



# CHANGE HAPPENS!

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- The Project Sponsor decided to concentrate only on the missing forms at this time
- The team made the decision to proceed with the development of a website to collect the incoming data, scan the forms electronically, and track the location of all documents

# PROJECT RESULTS



## LEADS ADMINISTRATIVE PORTAL

You are

- Home
- Document Manager
- Admin Reviews
- Audit Trail Scans
- Sanction Manager
- Expungements
- Denied LEADS Access
- Criminal History
- ORI Transfer
- Data Request
- IP Lookup

### Document Manager Upload

ORI:

ORI: OH0010000

TAC: TAC SARAH MURPHY

Form Type:

Agency Name: ADAMS COUNTY SHERIFF OFFICE

ATAC 1: KRISTIAN YOUNG

Address: 110 WEST MAIN STREET

ATAC 2:

Form Date:

City/State/Zip: WEST UNION, OH 45693

ATAC 3:

Phone: 937-544-2314

Admin: SHERIFF KIM ROGERS

Fax: 937-544-6201

Agency Type: ENTERING AGENCY Entry/Update: Y

Email:

File Attachment:

File Attachments	Create Date	Form	OLN	Vendor	Other Agency	Description	File Size		
OH0010000-ASR-02252015-07012015113348.pdf	2/25/2015	ASR					123 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-MISC-08282013-07012015115258.pdf	8/28/2013	MISC				Billing investigation 2	153 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-MISC-08152013-07012015115319.pdf	8/15/2013	MISC				Billing investigation 1	129 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-NET-01232013-07012015113558.pdf	1/23/2013	NET					63 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-OSR-01162013-06302015080404.pdf	1/16/2013	OSR					513 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-TAA-01162013-06302015073923.pdf	1/16/2013	TAA					26 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-MCA-01142013-06302015074125.pdf	1/14/2013	MCA					59 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
OH0010000-VEN-12102012-06302015075132.pdf	12/10/2012	VEN		Mobile Tech Solutions			53 KB	<input type="button" value="Download"/>	<input type="button" value="Delete"/>

# IMPROVEMENT SUMMARY

## Current Key Issues

Manual Filing of Documents

Lost/In Use Documents

Incomplete Documents

## How We Improved

Captured electronically

Tracked electronically

To be addressed by Forms  
Revision with Customers

# IMPLEMENTATION PLAN

Task	Who	When	Status
Create Website	Joe	6/15/2015	Completed
Deploy Website	Joe	6/24/2015	Completed
Upload Documents	Intern	6/29/2015	In Progress
Email Users	Joe	6/30/2015	Completed

# AS A RESULT

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- The Website has helped speed up processing time
  - Forms being received daily are being entered as they are received
- Auditors can view uploaded documents while on-site at an audit, and the form is still available for use by others as needed
- On-site audits will make customers more aware of the need for greater accuracy when submitting forms
- Their input will help us make future form revisions possible

# SPECIAL *THANKS* TO...

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Sponsor: Kara Joseph, Lester Reel

Team Leader: Patrick Wilson

# QUESTIONS/COMMENTS

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