

# **GREEN BELT SIX SIGMA PROJECT REPORT OUT**

**FORMALIZED INTERNSHIP PROGRAM**



**Kim Kent, Ohio Department of Youth Services  
April 20, 2017**

# ODYS CORE VALUES

- **ALL PEOPLE CAN CHANGE.**
- **TREAT EVERYONE THE WAY YOU WOULD LIKE TO BE TREATED.**
- **EVERY LIFE MATTERS.**
- **WE STRIVE TO PROVIDE YOUTH EVERYTHING THEY NEED TO SUCCEED.**
- **WE WANT THE BEST FOR YOUTH, AND WE BELIEVE IN FAMILIES.**
- **WE BELIEVE IN BEING GOOD ROLE MODELS.**

# I CHOSE ODYS FOR MY INTERNSHIP SITE IN 1987



# PROJECT INVOLVEMENT

**INTERNSHIP PROGRAM TEAM MEMBERS**

**SPONSOR: PETER RENNER**

**MENTOR: HANNAH THOMAS**

**PROCESS OWNER: HUMAN RESOURCES**



**Peter Kim Meredith Don Keagan Erin**

# PROJECT BACKGROUND/SCOPE

**INTERNS WELCOME**



**ONBOARDING**



**TASKS/PROJECTS**



**FIRST STEP: DETERMINE NEED**

**LAST STEP: CLOSEOUT INTERNSHIP**

# PROJECT GOALS

## BENEFITS

- ❖ **BETTER PREPARED FOR THE WORKPLACE**
- ❖ **KNOWLEDGE OF ODYS OPERATIONS**
- ❖ **I.D. FUTURE POTENTIALS**

## GOAL STATEMENT

- ❖ **A QUALITY EXPERIENCE = A WIN-WIN FOR ALL**
- ❖ **FORMALIZE AND TRAIN ON THE PROGRAM COMPONENTS**

## OPPORTUNITIES

- ❖ **STABILIZE AN EXISTING PROCESS/TRACKING**
- ❖ **INCORPORATE USE OF EXISTING SYSTEMS OR DATABASES**
- ❖ **DEVELOP A POLICY**

# BASELINE DATA

- **PROCESS IS FRAGMENTED/ HIGH VARIANCE**
- **NO FORMAL POLICY**
- **LIMITED DATA FOR KNOWN PARTICIPANTS (18 STUDENTS IN THE PAST COUPLE OF YEARS)**

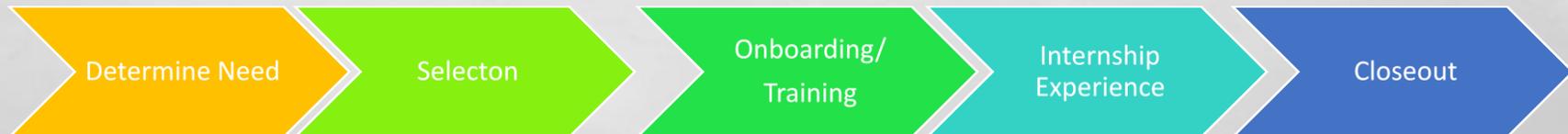
# DATA COLLECTION

- **PULLED LIST OF CURRENT AND PAST INTERNS**
- **SENT QUALITY SURVEY (18 STUDENTS, 13 EMPLOYEES)**
- **SURVEY RESULTS:**

Before ▼	Employees Avg. Response ▼	Interns Avg. Response ▼
Q1a	3	4.5
Q1b	3.8	4.3
Q1c	4	5

# S I P O C

S	I	P	O	C
<b>Suppliers</b>	<b>Inputs</b>	<b>Process</b>	<b>Outputs</b>	<b>Customers</b>
Colleges/Universities	Candidates		Potential Employees	Interns
ODYS (paperwork)	Agreement		Knowledge Transfer	Colleges/ Universities
ODYS (staff)	Money		Practical Application	Employers
Community	Verification of Enrollment		School Credit	DYS Staff
	Time		Oral/Written Recommendation	Youth
			Real World Experience	
			Contribution to DYS	
			Building Rapport	

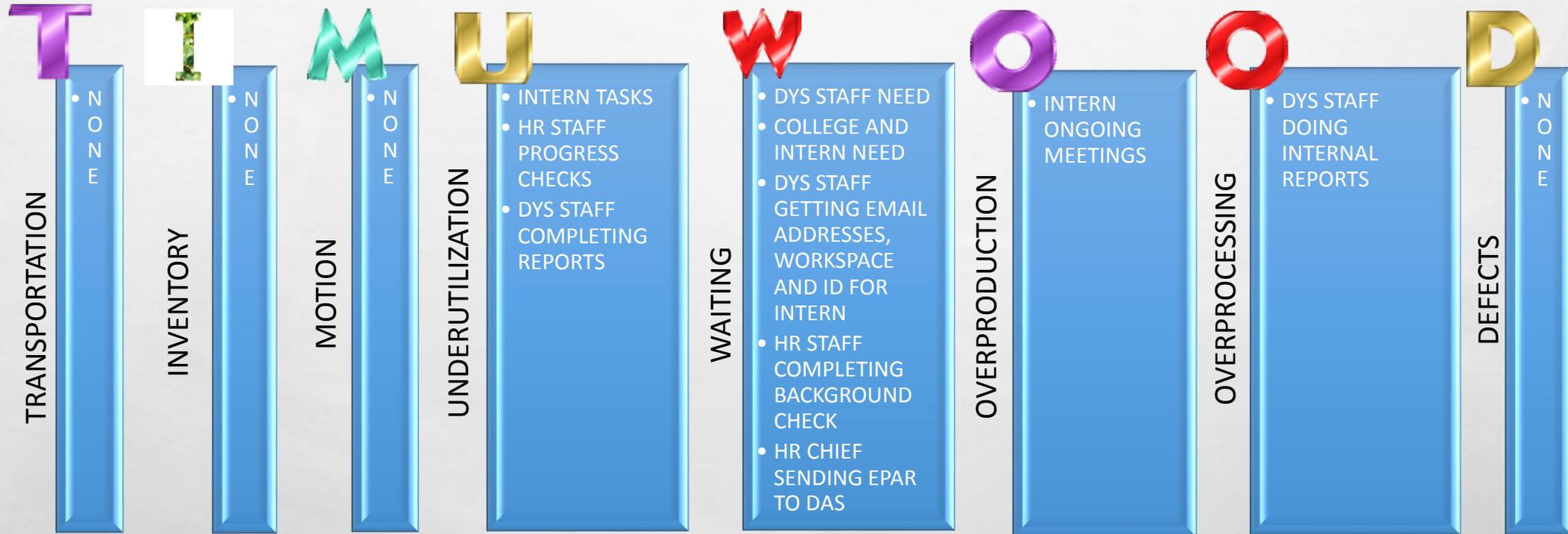


# PROCESS MAPPING





# WASTE REDUCTION TOOL

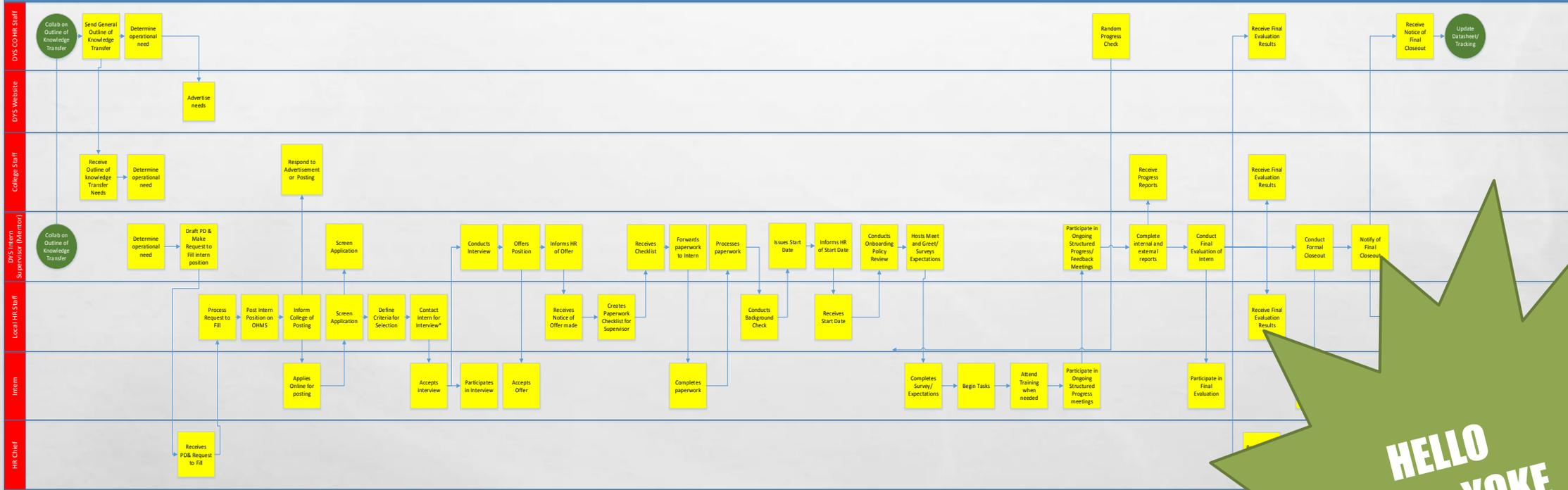


# CLEAN SHEET REDESIGN

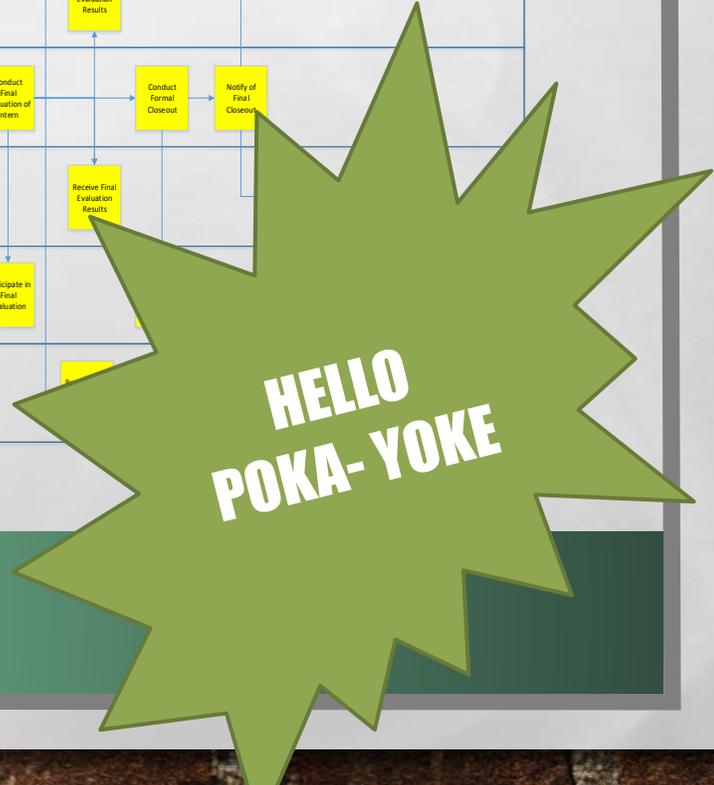


# FUTURE STATE

Clean Sheet Redesign- ODYS College Internship Program



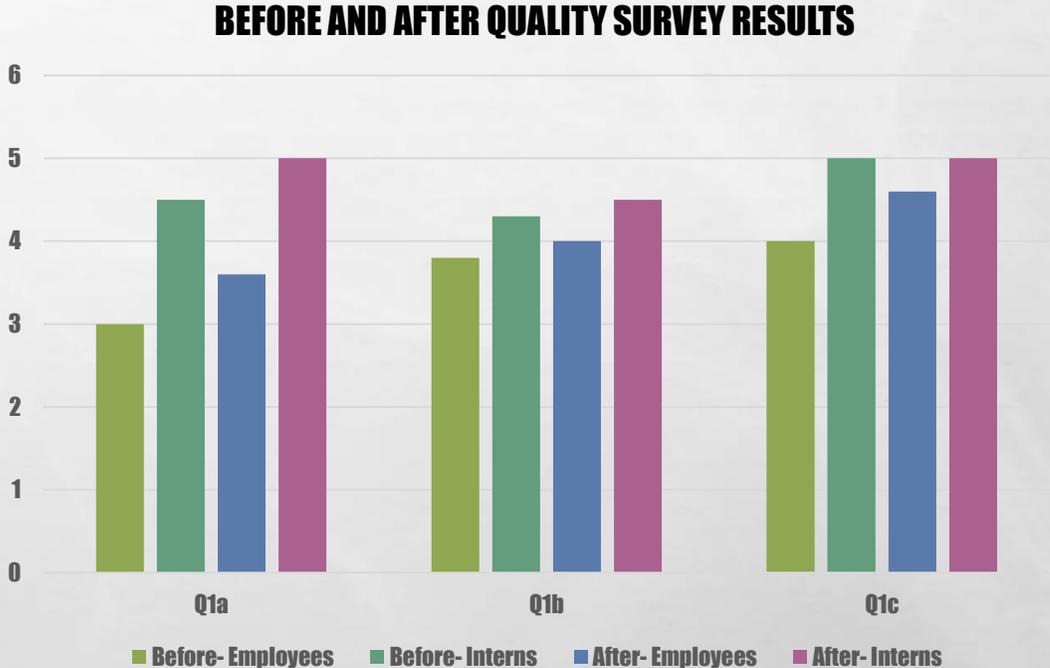
Note: For established college partnerships (e.g. OSU), the college will continue to make requests to the ODYS HR rep for internship placements. If so, process begins at Intern interview\*.



# PILOT RESULTS

After	Employees Avg. Response	Interns Avg. Response
Q1a	3.6	5
Q1b	4	4.5
Q1c	4.6	5

## Survey Results After The PILOT



# PROJECT BENEFITS



**MENTOR INTERVIEWS INTERN**

**AGREEMENT, SURVEY, GOAL  
SETTING**



**ONBOARDING PACKET**

**ORAL PRESENTATION BY  
INTERN**



**MEET AND GREET**

**EVALUATION, CLOSEOUT  
SURVEY**

# IMPLEMENTATION PLAN

- Mar-Apr** • **POLICY IS CURRENTLY ROUTING THE APPROVAL PROCESS**
- Mar-Apr** • **FORMS HAVE BEEN REVISED, FORMATTED AND ARE ALSO ROUTING THE APPROVAL PROCESS**
- May-Jun** • **TRAINING FOR THE INTERNSHIP COORDINATOR AND SITE H.R. STAFF**
- TBA** • **INTRODUCTION MEMO SENT TO AGENCY STAFF BY CHIEF OF H.R. (PROGRAM SPONSOR)**
- TBA** • **PROGRAM BEGINS ONCE POLICY IS PUBLISHED**

# THANKS TO.....

**KAIZEN TEAM: PETER RENNER, BARB SMITH, MEREDITH  
PHILABAUM, DONALD BEAN, ERIN BELL, KEAGAN  
RICHARD, RICK WATT, & HANNAH THOMAS**



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who participated in the baseline survey and  
the pilot!!**