

LEANOhio

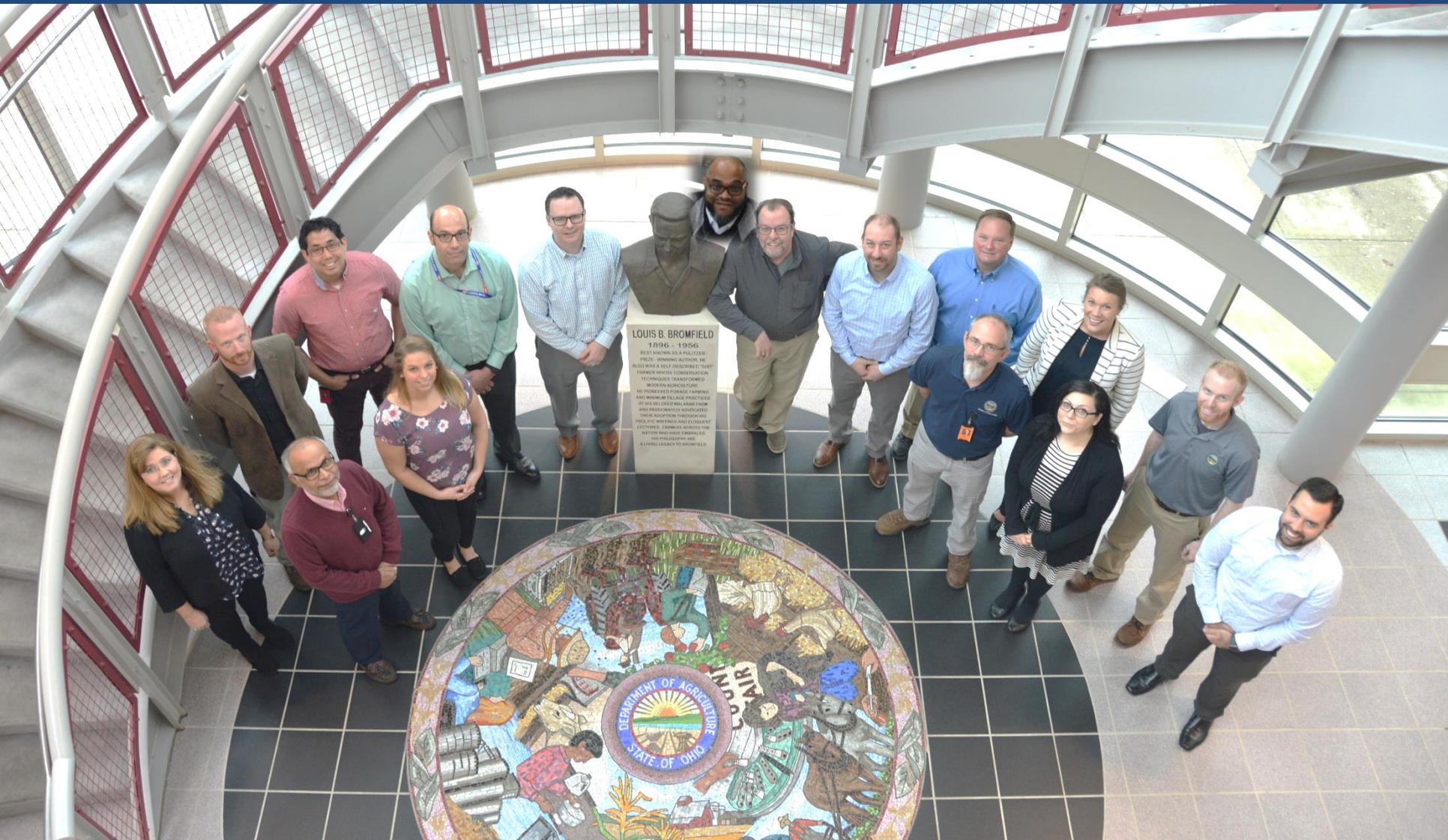
Ohio Department of Agriculture CPL Sample Submission Process

May 6-10, 2019

How Did We Get Here?

- Need to improve turnaround time from sample collection to result reporting.
- Need to improve communication between the laboratory and its customers.

Out On A LIMS

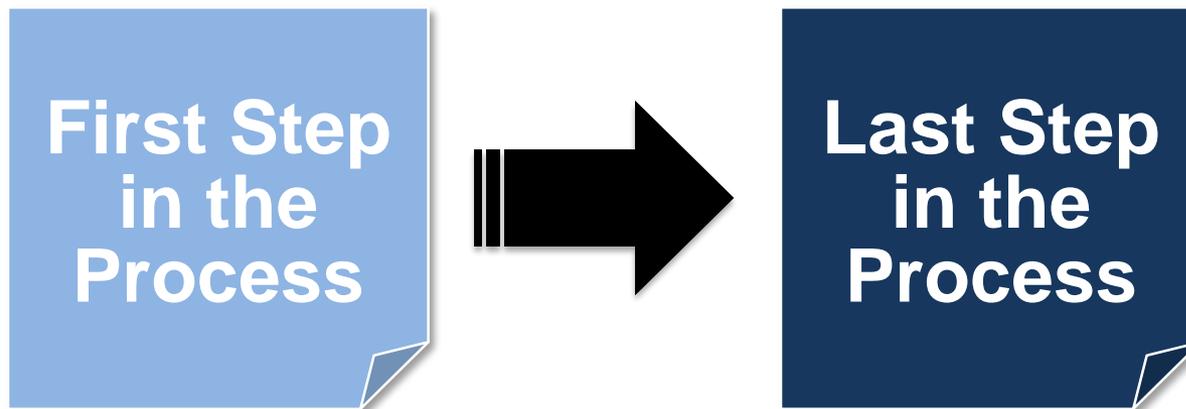


SIMPLER. FASTER. BETTER. LESS COSTLY.

lean.ohio.gov

Event Scope

- What is the first step in the process?
 - Samples are scheduled to be collected for submission to the CPL, or when a decision is made to collect a sample.
- What is the final step in the process?
 - Testing data is delivered to the customer and the customer accepts the data.



Event Baseline Data

Number of Instances where miscommunication occurred. (Data is based on different timeframes)

- **Laboratory was unsure of the sample information:**
 - PDP 14 occurrences between October and December 2018.
 - FIFRA Section – 1 Instance when clarification was needed July 2018 through September 2018
 - All other laboratory sections (Microbiology & General Chemistry) did not report any instances of further clarification being needed.
- **Division was unsure of the information being delivered.**
 - Dairy estimated 10 times per quarter
 - Meat Inspection: June 1st through August 31st 2018 - Meat Inspection was unable to find instances when clarification was needed.
 - Food Safety - Three corrections noted by Food Safety from October 2018 through December 2018.
 - Plant Health – All reports are not easy to read. The LIMS reports are not easy for the firm's to read and understand so that is why we send our own result page from the Feed Software system.

Process Improvement Goals

Reduce the number of handoffs in the process by 50%

Turnaround Time Reduction of 25%:

- from sample data collection to CPL receipt
- from when lab analysis is complete to when Division receives usable report data

Reduce instances of miscommunication between Divisions and CPL by 50%

Change for the Better

- Customer focused
- Right people changing the process
- One week-quick and action oriented
- Necessary resources available immediately
- New process implementation begins next Monday



Day One

- Level setting
- Scope of event
- Stakeholder identification
- Current state mapping





Day Two

- Finish current state mapping
- Waste identification
- Value added discussion
- Lean Six Sigma training



Day Three

- Brainstorming
- Analysis
- Problem solving
- Process redesign

Day Four

- Future State Process
- Discussion and consensus
- Implementation planning
- Details



Today - Day Five

- More implementation planning
- Celebration
- Sharing results

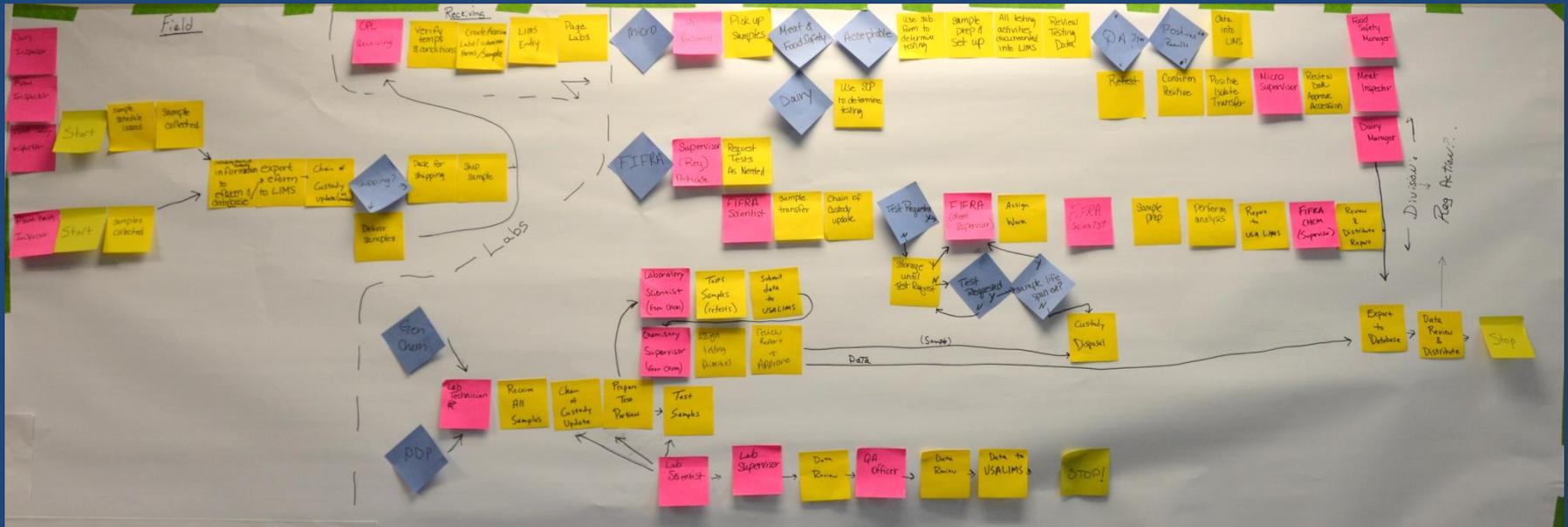
Customer

delighted

Current State



Future State



Simpler



- Fewer handoffs
- Less paperwork
- Less data entry
- Less duplication of data entry on front end
- Standardized process
- One report with all information instead of two

Faster



- Quicker notifications
- Faster follow-up times with violations
- Faster data entry

Better



- Less errors
- Better communication
- Better understanding of whole process and influences on it
- Better scheduling and planning
- Better use of personnel and resources
- Single data source

Less Costly



- Less paper with IT solution
- Labor time for data entry reduced
- Reallocating lab time from QA redundancy to processing samples
- Better time management for staff

Summary Scorecard

Measure	Current Level	NEW	Change
Process Steps	218	60	72%
Decision Points	40	13	68%
Handoffs	39	15	62%
Loopbacks	7	3	57%

Summary Scorecard

Measure	Division	Current Level	NEW	Change
Process Time (from collection to CPL <i>data</i> receipt)	Meat Inspection	30 hr	1-2 hr	93%
	Dairy	30 hr	1-12 hr	60%
	Plant Health	8-168 hr	1-8 hr	95%
	Food Safety	8-24 hr	8 hr	67%
Process Time (from analysis complete to Divisions having actionable report)	Meat Inspection	(inst)	(inst)	-
	Dairy	8 hr	1-2 hr	75%
	Plant Health	8 hr	1-2 hr	75%
	Food Safety	8 hr	1-2 hr	75%

Action Registers

- Integration Team
- Technology/Equipment
- IT – Reports & Databases
- Communication
- Training

Integration Team

Integration Team
 Inspection Sups. Admins of Divisions → TEAM
 Bill
 Jared

Who	What	When
BILL	USALIMS USER LIST	5/24/19
SECTION TEAMS	BENCHMARK w/ OTHER USER STATES LIST	6/28/19
INT. TEAM	SCHEDULE MONTHLY MTG.	5/24/19
INT. TEAM	STANDARDIZATION CONVERSATION	PRIOR TO 90 DAYS
SECTION TEAMS	CAPTURE SPECS + NEEDS AFT BENCHMARK	60 DAYS

- USALIMS user list
- Benchmark with other states
- Schedule monthly meeting
- Standardization conversation
- Capture specifications and needs after benchmarking

Technology/Equipment

- Evaluate current flaws
- Set specifications for future rollouts
- Test viable options

A handwritten table on a piece of paper titled "Technology/Equipment". The table has three columns: "who", "what", and "when". The rows describe the tasks and their timelines.

who	what	when
Whole Team	Evaluate Current Flaws	30 Days
Whole Team	Set Spec Spec's for future Prototypes	120 Days
Whole Team	Test viable options (field-test)	6-9 months

IT – Reports & Databases

IT-Reports & Databases

- Bill
- Matt G
- Jared
- Divisions

Who	What	When
Bill + Divisions CPL	Meet with Each Division to review Reports w/in Database	90 Days
Bill	Report back to Standas. Conversation	@ time of SC

- Meet with each Division to review reports within database
- Report back to Standardization Conversation group

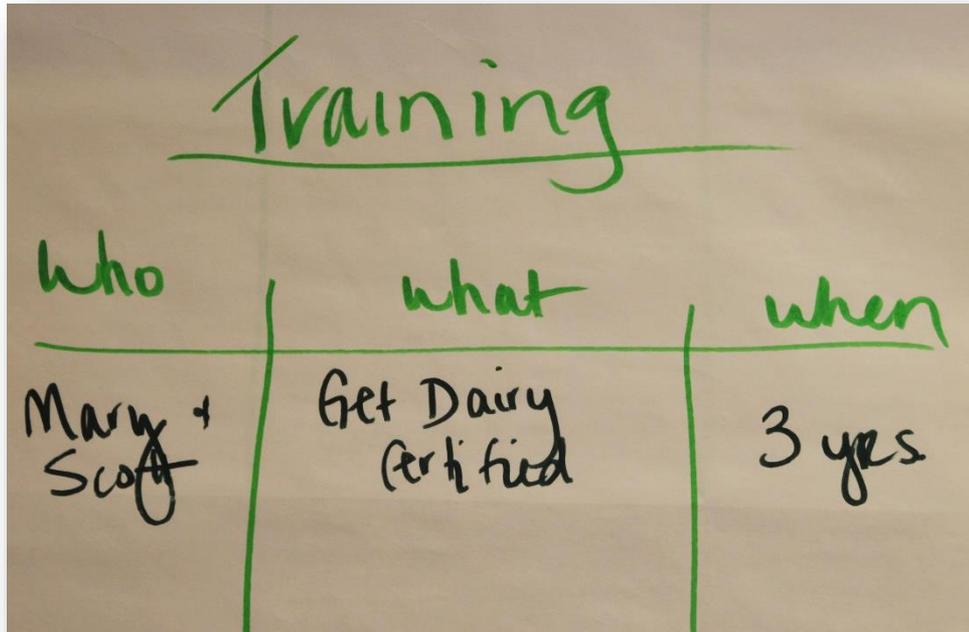
Communication

- Informing and enforcing sample pick-up process
- Reinforce pick-up procedures
- Meeting to discuss staffing
- Setup generic Receiving email address
- Pilot the emailing of submission forms to Receiving the night before
- Review submission pilot

A handwritten table on a piece of paper titled "Communication". The table has three columns: "who", "what", and "when". It lists several communication tasks and their schedules.

who	what	when
Jason + Yavie + Peter + MARY	Informing + enforcing Sample Pick-up Proc.	7 Days
Dr. Amin + Mary	Reinforce Pick up Procedures	30 Days
Dr. Amin/Jared	Meeting to Discuss Staffing	Monthly
Bill	get generic Receiving email address	7 days
Meat	Pilot email sub. forms to receiving night before	5/20/19
Mary + meat	Review sub. process	8/23/19

Training



A handwritten table on a piece of brown paper. The title 'Training' is written in green ink at the top and underlined. Below the title, the table is organized into three columns: 'who', 'what', and 'when', also written in green ink. The first row contains the following entries: 'Mary + Scott' in the 'who' column, 'Get Dairy Certified' in the 'what' column, and '3 yrs' in the 'when' column.

who	what	when
Mary + Scott	Get Dairy Certified	3 yrs

- Get Mary & Scott Dairy certified

What Begins Monday?

- Benchmarking has begun
- Communication about pilot program with Receiving
- Creation of CPL Receiving inbox
- Setup of shared folders/documents for each action register

Special Thanks to...

Senior Leadership:

Director Dorothy Pelanda

Assistant Director Tim Derickson

Sponsor:

Deputy Director Jared Parko

Subject Matter Experts:

Steve Swayne

Matt Gruenbaum

Agriculture Lean Liaison:

George McNab

Results and Fact Sheet



HOME RESULTS SERVICES TRAINING RESOURCES NETWORK LOCAL CALENDAR CONTACT

LEANOhio *Making state government in Ohio simpler, faster, better, and less costly.*

Search...

LEANOhio

LeanOhio Kaizen Event Fact Sheet

Ohio Attorney General

Issue: Improving customer satisfaction for people who are served by the Ohio Attorney General's Information Technology Services call center.

lean.ohio.gov

July 2014 • Ohio Turnpike Commission
Procurement process for Turnpike facilities will move up to 85 days faster
Fact Sheet - Report-Out Presentation

July 2014 • Value-Stream Mapping Event
11 state agencies map out streamlined approach for managing federal grants
Report-Out Presentation

June 2014 • Ohio Development Services Agency
Grants for crucial heating and cooling assistance will be processed 10 weeks faster on average
Fact Sheet - Report-Out Presentation

June 2014 • Ohio Department of Rehabilitation and Correction
Streamlined reception process will move inmates more quickly to their home institutions, strengthening safety and family support
Fact Sheet - Report-Out Presentation

May 2014 • Ohio Department of Youth Services
Youth-focused intake process will ensure better communication, greater personalized attention, and faster assignments to home institutions
Fact Sheet - Report-Out Presentation

Dashboard

Change to Process

Monitor

Alerts

Personalized Follow Ups	Customers can select if they would like to be contacted and how they would prefer to be contacted. Customers can fill out a follow up survey if they choose.
Customers able to Pull Work Order Information	Dashboard will allow customers to track, modify, and close ITS work orders.

Current State Process Map



Team members: Mark Smith (Team Leader), Laura Weatherspoon, Aaron Shore, Chad Ivery, Glen Patterson, Mark Edwards, Angela Cherry, Heather Stubbs, Kim Vinova, Joy Endrulas, James Gregory, Debra Hufstader, Conchita Matson, Amy Brown, Delores Elliott, Dustin Lazzarine, Lakeima Roberts, Lindsay Gladman (ODJFS), and Kris Hilty (Federal Reserve Bank of Cleveland).

For more information please visit lean.ohio.gov or contact Steve.Wall@das.ohio.gov