

IMPROVEMENT SCORECARD



Local Government Efficiency Program

LeanOhio is gathering process-improvement results from local government so that others can learn from these project success stories. Projects can come from LGEP grants and/or LeanOhio Boot Camp training. Projects will be showcased at lean.ohio.gov/local.

IMPORTANT: Save this PDF file to your computer before filling and saving the form, instead of filling it out in your browser window.



Fillable, savable PDF

- Use this form to report completed improvement projects.
- Fill in the boxes that apply, save the form, and send it to Racquel.Graham@das.ohio.gov at the LeanOhio Office.
- Question? Contact Racquel by email or at 614-466-6022.

BACKGROUND

Project Name: _____ Start Date: _____ Format: mm/dd/yy

Organization/Agency: _____ Completion Date: _____

Was this project funded by an LGEP grant? Yes No Did the project result from LeanOhio Boot Camp? Yes No

Name of Project Lead: _____ Email: _____ Phone: _____

SITUATION & CHANGES

Problem Statement: What problem or situation prompted this improvement effort? (60 words max)

Goal Statement: What were you trying to accomplish? Phrase the statement in measurable terms. (60 words max)

Approach: What Lean methods and tools did you use in this project? (60 words max)

Improvements: What are the top three improvements developed through this project? (40 words max)

1. _____ Already implemented Will be implemented

2. _____ Already implemented Will be implemented

3. _____ Already implemented Will be implemented

KEY MEASURES

	BASELINE Initial measures gathered BEFORE the improvement	PROJECTION Projected measures expected AFTER the changes are implemented	ACTUAL Measures following implementation of the improvements
Number of steps			Use this last column if some or all of the changes have been implemented and you have actual measurable results to report.
Handoffs			
Loopbacks			
Decision Points			
Delays			
Lead Time			
	Baseline measures are sometimes referred to as "current" measures.	Projected measures are sometimes referred to as "future" measures.	

KEY MEASURES, continued

Enter projected savings during the first full year that the improvements are in place.

If you are reporting on a recent project, you will have projections only. If you are reporting on a completed project and the improvements have been in place for at least a year, provide actual savings in the right-hand column.

	PROJECTION	ACTUAL
Direct agency cost savings per year (\$)	<input type="text"/>	<input type="text"/>

If direct cost savings were reported above: What has been reduced to generate these cost savings?
(e.g., printing, postage, storage, etc.)

Cost savings in reduced overtime hours (\$)	<input type="text"/>	<input type="text"/>
Number of redirected work hours per year	<input type="text"/>	<input type="text"/>

ADDITIONAL INFORMATION

Are there additional ways in which the project is benefiting customers, staff, and/or others? If so, describe them here:

Use the space below to provide any additional information about this improvement project.



Send this filled-in PDF to Racquel.Graham@das.ohio.gov

When sending, feel free to attach any of the following additional files if available:

- Project presentation slides
- Team photo (with names in left-to-right order)
- Project summary
- Photos of the team in action

Information from these scorecards will be showcased at lean.ohio.gov/local.

TERMS

Steps	Number of tasks/activities in the process
Handoffs	Number of times work is passed from one entity to another
Loopbacks	Number of time when there is a series of steps that loop backward and repeat at least once
Decision Points	Number of points in the process where a choice is made about a course of action
Delays	Number of times in the process where time is wasted by waiting for something to occur
Lead Time	Total time (from start to finish, from the customer's perspective, including waiting time) to develop and deliver a service to a customer.