

Iowa DNR submission

6. Please provide a summary of business process improvement events and projects completed by your state's environmental agency in the past 2 years, or extending back to 2010 if such information is readily available. Any detail you wish to provide such as project details, tracking or outcome metrics, written case studies or project descriptions is welcome. If none, please enter "none" and proceed to question 8.

You may wish to use your state's response to the 2010 summary for reference ([link](#)). States may e-mail attachments to omcaleer@ecos.org.

Dept	Year	Business Process	Old Process	New Process
DNR	2010	AQ Construction Manual	Developed an SOP for the documentation of the decision-making points of permit issuance.	
DNR	2010	Capital Assets Redux	A one year follow up to the original event, the inventory confirmation process was re-evaluated and a new process was identified. The new process will improve the return rate of confirmations and the accuracy of the data collected.	
DNR	2010	Fleet Management	Identified 24 vehicles for return to DAS. Teams were established to identify a process for summer vehicle use, compile DNR vehicle use policies, evaluate and improve DNR fleet management and to improve reporting from DAS.	
DNR	2010	Landfill Permitting	Construction permit reviews-reduced # of steps by 21% and overall lead time by 52%. Permit reviews-reduced # of steps by 48% and overall lead time by 58%. Report reviews-reduced lead time by 87%.	
DNR	2010	Groundwater VSM	Identified conflicts in Iowa code of the standards to clean-up or protect groundwater. Resulted in a collaborative department wide approach to protecting groundwater, including a review of the Groundwater Protection Act.	
DNR	2011	Conservation Easement	Developed a process to track, monitor, and enforce statewide conservation easements held by the DNR. This new standardized process will result in easements being enforced consistently and also addresses audit comments received from the US Forest Service on the implementation of their programs.	
DNR	2011	On Boarding	Developed a standardized process for welcoming and starting new employees with the agency. Identified the ideal process for required documents and forms to be completed and submitted.	
DNR	2011	Dock Permitting	Reduced the time to issue a dock permit by 92%, reduced total steps by 68%, and reduced delays by 75%. Estimated savings of 2+fes of work by fixing the existing database to fit the future state process.	

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DNR	2011	Engineering Project Request	Developed a standardized process that improves communication between the Engineering staff and customers and establishes clear roles and responsibilities. This will result in more accurate Project Requests with improved budgets, and more accurate project scopes. Re-work and change orders on construction projects are expected to decrease, thereby saving time and money during construction. Reduced delay time by 35% and loop backs by 50%.		
DNR	2011	IT Procurement	Developed a process for purchasing computers that result in a more consistent agency wide planning for computer replacements, and identified alternative resources to complete the necessary steps in the process. Reduced steps in the process by 38%, decisions by 67%, handoffs by 30%, delays by 56%, and delay time by 73%.		
DNR	2011	Wastewater Facility Plan Review	Reduced number of delays by 30%, Delay time by 20%, Reduced Approval Lead Time from 135 days to 60 days (56%), New process is more customer focused and improves quality of plan submittals		
DNR	2011	Shooting Range	Developed a new rule (including eligibility, approved expenses, scoring criteria, review team) to govern the implementation of this new program.		
DNR	2011	Underground Storage Tank Tag Renewals	Reduced Steps by 33%, handoffs by 54%, reduced lead time for issuing tags by 50% and removed 2 functions (swim lanes) from future process.		
DNR	2011	Snowmobile Grants	Reduced steps by 50%, delays by 75%, drafted new Rule language, updated the grant application, improved training and communication-including more electronic communication with applicants		
DNR	2012	Air Title V	Reduced steps by 34%; delays by 42%; avg delay time by 86% and improved sharing of data between applicant and permit writer as well as coordination of permit issuance.		
DNR	2012	Off Highway Vehicles (OHV)	Reduced steps in the grant application and review process by 25% reduced delay time by 56%, drafted new Rule language, updated the grant application.		
DNR	2012	Air Quality Division VSM	The Value Stream Mapping event documented everything the Air Quality Division does. Many coordination and communications items were identified to assist day to day operations.		
DNR	2012	Bonded Timber Buyers	Reduced steps by 47% and Lead time by 50%. Evaluated potential rule changes and identified options for improving the rules for the program.		
DNR	2012	Emergency Response VSM	The Value Stream Mapping event documented everything the Emergency Response Unit does. Many tasks were identified that are not value added to the department and duplication of duties was identified that is being resolved following		

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			the event.	
DNR	2013	Volunteer Program	Developed a pro-active, customer friendly volunteer opportunity process that effectively uses volunteers in mission driven activities.	
DNR	2015	Water Trails (VSM)	Provided a global view of river programs within the DNR and identified ways to improve collaboration.	
DNR	2015	Records Center	This event will use the 5S Methodology in order to set in order the front-of-house workings of the DNR Records Center with the purpose of creating and maintaining clean, orderly and high-performing workspaces using visual controls that will become the template for Records Center representatives to initiate the back-of-house standardization for all other bureaus in the Department.	
DNR	2015	Rivers BMP Toolbox Design	This event will build the framework for a best practices toolbox which will include components for stream stabilization, dam removal and modification, stream habitat, riparian management, floodplain connectivity, watershed work, as well as data collection and dissemination with consideration and encouragement towards working in partnership with organizations and individuals in order to consistently protect, enhance, evaluate and connect river functions for lowans.	
DNR	2015	Air Quality Construction Permitting	Create a new permit format allowing the option for multi-emission unit permitting. Design a permit framework that reduces the length of air construction permits.	