

Response time cut in half thanks to simple checklist and strengthened communication

Agency: Environmental Protection Agency (EPA)

Project: Office of Legal, Trade Secrets -- Lean Event

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Problem: Nonstandard process.

Changes: By developing and incorporating a checklist for our legal team, we can quickly determine if a claim is complete when we receive it -- while also creating a document that will create ease in the case of a public record request. • We also standardized the communication with the customer and a defined workflow for all team members. • Better guidance on our website will reduce the amount of calls and questions.

Lead Time - Baseline: 5-7 hours

Lead Time - Projection: 3 hours

Benefits: We improved our response time with increased confidence in determination. We also determined we could improve our guidance to our customers or claimants while also better utilizing IT.

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