

Wisconsin Lean Government Initiative
Annual Report
July 2014 – June 2015
Department Results



Department Reporting: Department of Natural Resources

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Part One – Completed Process Improvement/Redesign Projects

From July 2014 – June 2015, DNR initiated seven new Lean projects, bringing the total number of projects conducted by the department up to 57. Of the 50 previous projects, 39 have been fully implemented, and the remaining 11 have been at least partially implemented and are working towards full implementation. All of the teams from the seven FY15 projects are actively working to implement their recommended improvements.

A. Projects Completed in the Past 12 Months:

1. Project Name: AWARe Division PC Purchasing & Delivery Process

- a. Problem Statement: Currently, the process for acquiring pcs for our division's staff can take several months and we only provide inventory/replacement information to program management a couple times during the year.
- b. Business Case for Improvements: We can better meet customers' needs by improving both the efficiency and transparency of the PC purchasing and delivery process. Getting important technology tools to staff more rapidly will allow DNR to reallocate resources in order to accomplish additional priority work (such as providing more end-user training, identifying additional process improvements, helping find better IT solutions to business needs, etc.).
- c. Process Improvements Recommended:
 - i. Smaller and more frequent PC orders tailored to programs.
 - ii. Common format for monthly PC order placement.
 - iii. Develop a "Master PC Replacement List" to limit confusion on which PCs need to be replaced.
 - iv. Ensure PC vendors have current DNR image.
- d. Savings:
 - 1) Expected Time Saved: 220 hours annually.
 - 2) Expected Lead Time Reduced: 21 days per order.
 - 3) Expected Customer Satisfaction Improvement: Managers and staff will be provided more accurate and timely information, improving customer satisfaction.
 - 4) Process Simplified: 2 process steps eliminated.