

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



- 2) Expected Lead Time Reduced: 10 days per hire.
 - 3) Expected Customer Satisfaction Improvement: Currently 61.5% approval rate. Team expects a customer satisfaction to increase to 90%.
 - 4) Process Simplified: 2 process steps eliminated, 6 simplified.
4. Project Name: Managed Forest Law Transfer Process Improvement
- a. Problem Statement: Reduce current required cycle time for processing MFL Transfer Forms through both the field and Central Office. Pre-Lean team opportunities for improving this process exist due to, excessive non-value add process steps, conflicting work priorities, and rising trends in MFL transfer requests which contribute to lengthy process lead times and customer dissatisfaction.
 - b. Business Case for Improvements: The team's mission was to utilize Define Measure Analyze Improve and Control (DMAIC) steps to understand customer needs and expedite delivery of MFL transfers to all key internal/external customers. The team was charged with developing pre and post project data collection methodology and standard operating procedures to support the implementation of an expedited customer-focused MFL transfer process to be adopted within the WDNR Division of Forestry.
 - c. Process Improvements Recommended:
 - i. Eliminate in-between deeds.
 - ii. Mistake-proof the form.
 - iii. Electronic print to mail.
 - iv. Simplify the required plan information.
 - v. Eliminate a duplicated review.
 - vi. Standard Operating Procedures.
 - vii. WisFIRS system upgrades.
 - d. Savings:
 - 1) Expected Time Saved: 6,000 hours annually.
 - 2) Expected Lead Time Reduced: 83 days per transfer.
 - 3) Expected Customer Satisfaction Improvement: Currently 58% customer satisfaction rate. Team expects a minimum customer satisfaction rate of 68%, but is shooting for 90%.
 - 4) Process Simplified: 4 process steps eliminated.
5. Project Name: Scientific Collector Permits and Scientific Research Licenses Process Improvement
- a. Problem Statement: The lack of a consistent and streamlined Scientific Collector Permits and Scientific Research Licenses process from applications, permits and licenses, website, tracking and centralized storage system is causing confusion for department staff and customers and is leading to delays in issuing permits.
 - b. Business Case for Improvements: The team was charged with developing a streamlined process to track, approve and issue Scientific Collector Permits and Scientific Research