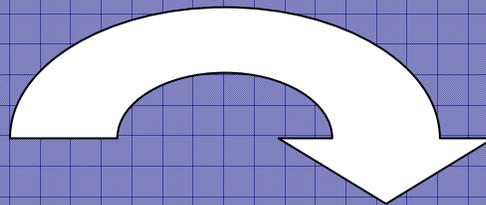


# NHDES LEAN Team

## Case Study # 2010-02

LEAN Team: 603-271-2941

www.des.nh.gov.



### Summary



#### Division

Air Resources

#### Business Problem

Duplicate reviews of reports by Permitting and Compliance Assessment sections during the time between a facilities compliance inspections.

#### Methodology

Process Mapping

#### Solution

Automate process to identify facilities due for permit renewal during the next year and include these facilities in the inspection target list for the next year

#### Benefits/Results

Estimated 28 staff days simply in identification of target facilities. Other benefits to DES customers by reducing redundant inspections.

#### Key Tools Used

- Swim Lane Mapping
- Brainstorming
- Pilot

#### Idea

Cathy Beahm x2822

#### Team Leader

Peg Bastien x 4625

## Project Name: Permit Renewal and Inspection

There is a gap, often of several years, between when a facility receives a compliance inspection against their ARD permits and a permit renewal. As part of the permit renewal process, DES staff determines if all required reports are submitted and fees are paid. This often involves duplicate effort by Compliance and Permitting staff.

### The Process

Compliance inspections were often conducted independently of and concurrently with a permit renewal often resulting in duplication of effort and requested material.

The first step was to identify which facilities permits will expire during the current inspection year. This seemingly simple task is quite time consuming if the Fox Pro database is used. So first a Cognos report was written to extract the information from the Fox Pro database and import it into an Excel spreadsheet.

We are in the second step which is to coordinate review efforts between the Compliance and Permitting staff. This often involves having both Compliance and Permitting staff participate in the Compliance inspection for a facility. At least three such coordinated inspections have been conducted to date (3/16/10), and 14 more are anticipated before September 30, 2010

“This LEAN Project has been beneficial to the Division not only in streamlining the staff’s review of reports but also in improving the quality and completeness of permitted facility’s reports for compliance demonstration. I’m pleased to see the potential increased efficiency for both the Permitting and Compliance Bureaus. In addition, in the long run, I’d be excited to see the implementation of the database portion and realize the efficiency and savings that can be achieved from that as well.”

--- Craig Wright, Assistant Director

### The Results

So far one result, an added benefit, is the Cognos report can be used by the Permit Engineer tasked with sending permit renewal reminders. The report will hopefully cut the time needed to identify facilities from 3 to 1 day.

### Team

- Peg Bastien x 4625
- Cathy Beahm x 2822 (idea origin)
- Greg Helve x 0650
- Tom Guertin x 0907 (facilitator)
- Alan Moulton x 6797
- Erick Russell x 0886

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Page 1 of 1

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