



Destination Excellence
Continuous Improvement

Land Acquisition Kaizen Event Report Out

By:
L.A.K.E

May 20, 2005

Background

Lyle and Dale

- Land Acquisition is a department priority
- Funds are limited
- We have to be more tactical in how we do Land Acquisition business - we have more opportunities than resources



Destination Excellence
Continuous Improvement

Team Members

Brent

Team leader

Sub-team leader

Consultant

Members

Jeff Myrom, DNR

Jeff Joens, DNR Wildlife

Jim Scott, TBM

Dale Garner, DNR Wildlife

Neil Heiser, DNR Wildlife

Marion Conover, DNR Fisheries

Dave Moeller, DNR Fisheries

Jim Christianson, DNR Fisheries

Basil Nimry, DNR Engineering & Realty Services

Jerry Gibson, DNR Realty Services

Rick Hansen, DNR Realty Services

Travis Baker, DNR Realty Services

Kevin Szcodronski, DNR Parks

Jerry Reisinger, DNR Parks

John Maehl, DNR Parks

Linda DePaul, DNR Forestry

Brent Olson, DNR Forestry

Lyle Asell, DNR

Ross Grimwood, US FWS

John Saxhaug, US FWS

Mark Ackelson, INHF

Rhonda Showman, Pella Corp.



Destination Excellence
Continuous Improvement

Objectives

Marion and Travis

1. Improve the process to increase the amount of land in protection/conservation.
2. Increase efficiency in using alternative protection measures.
3. Maximize the effectiveness of existing resources for acquisition of property rights.
4. Increase the awareness of lowans of how to sell/donate land to the DNR and the benefits of doing so.
5. Develop a user-friendly process for sellers.
6. Minimize third-party costs.



Destination Excellence
Continuous Improvement

Goals

Neil

1. Improve the timeframe from start to closing to archives in 12 months.
2. Improve the percentage of successful acquisitions to 85-95%.
3. Attain the best possible property for the lowest possible price 100% of the time.



Destination Excellence
Continuous Improvement

Kaizen Methodology

Rhonda

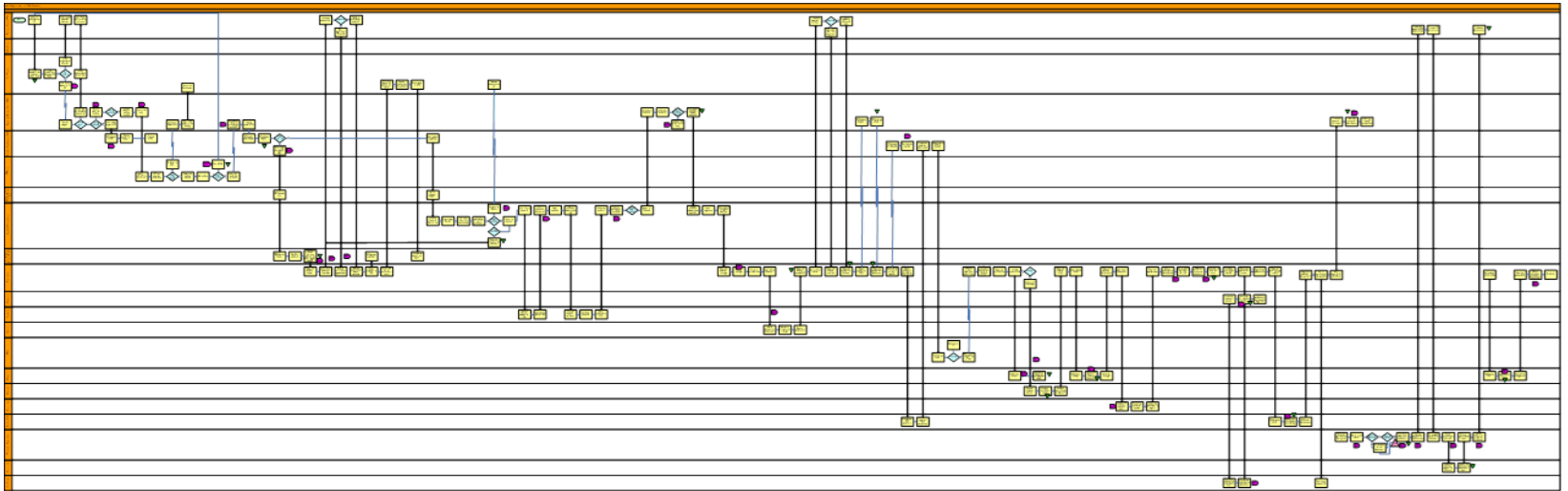
- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process functioning by end of week)
- 5S “mindset”, use the steps to support the event activities



Destination Excellence
Continuous Improvement

Old Process

Jerry and Rick



Destination Excellence
Continuous Improvement

De-Selection

John

I
m
p
a
c
t

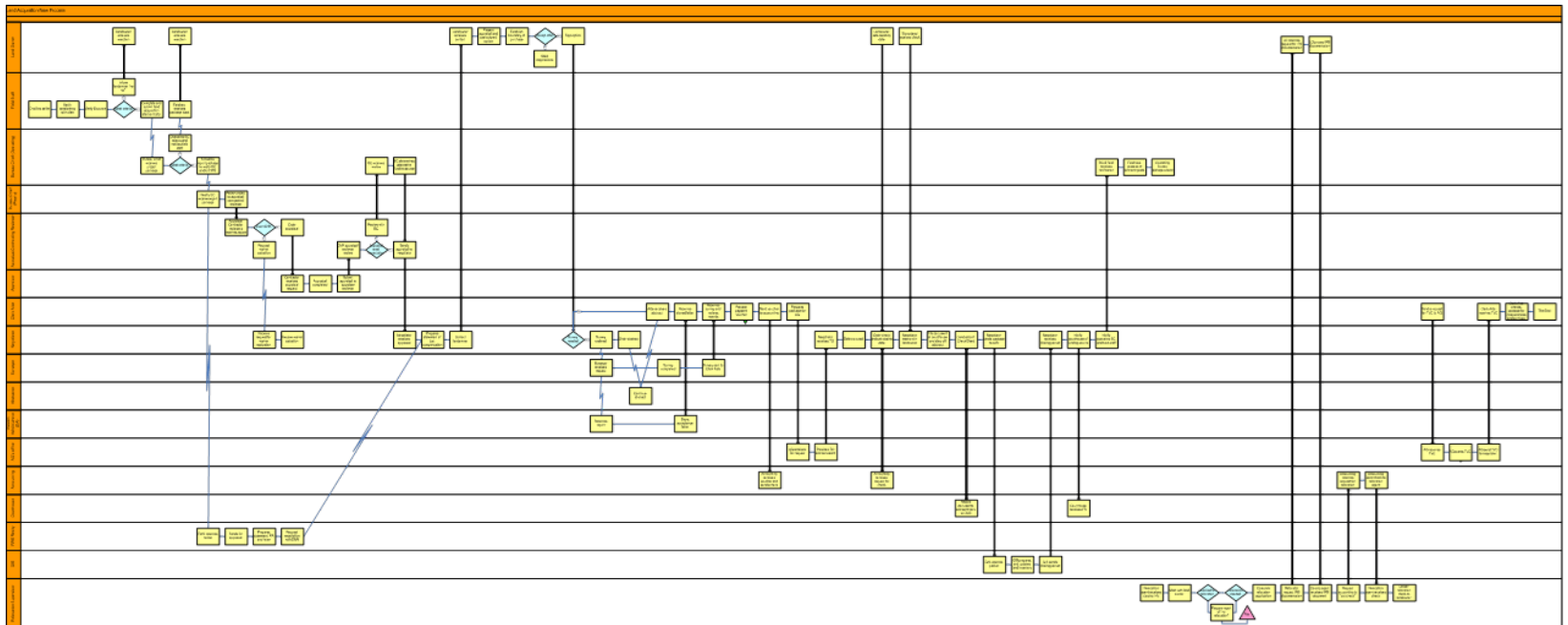
Difficulty



Destination Excellence
Continuous Improvement

New Process

Jeff and Kevin



Destination Excellence
Continuous Improvement

Results

Jeff M. and Basil

	Old	New	% Change
# of Steps	173	96	-44%
# of Handoffs	64	39	-39%
# of Decisions	17	8	-52%
Delay (Best Case)	103 wks (2 yrs)	39 wks (0.75 yrs)	-62%
Delay (Worst Case)	1138 wks (22 yrs)	309 wks (6.3 yrs)	-72%
% of Value-Add	12%	17%	+42%



Destination Excellence
Continuous Improvement

Implemented

John and Ross

- Land owner brochure/guidebook
- Electronic tracking system
- Process for under \$25K federal funds
- Role description for clerk/aid
- ID timeline for rollout
- Marketing and communications of how to donate/sell land
- Communication plan for the rest of DNR
- NRC action for delegation and new role
- ID metrics of success
- Standardized forms and checklist



Destination Excellence
Continuous Improvement

Homework

Jerry R. and Linda

No.	Action	Assigned to	Completed by
1	Landowner brochure/guidebook	Jeff J., Neil, Jerry, Brent	June 23, 2005
2	Electronic tracking system	Basil, Kevin, Ross	November 23, 2005
3	Process for under \$25K federal funds	Rick, John	June 23, 2005
4	Role description for clerk/aid	Basil, Travis	May 23, 2005
5	ID timeline for rollout	Marion, John	May 30, 2005
6	Marketing and communication of how donate and sell land	K. Baskins, Mark, Lyle	August 23, 2005
7	Communication plan for the rest of DNR	Dale, Jerry, Jim, Liz, John, Rhonda	May 30. 2005
8	NRC action for delegation and new role	Lyle, Mike, Jeff V.	June 23, 2005
9	ID metrics of success	Travis, Dave	June 23, 2005
10	Standardize forms and checklist	Rick, Linda	June 23, 2005

Parking Lot

John

- Adding staff as additional land is acquired



Destination Excellence
Continuous Improvement

Team Member's Experience

Rhonda

Jim C.

Dave



Destination Excellence
Continuous Improvement

Comments

Jim Scott



Destination Excellence
Continuous Improvement

We welcome your
questions and comments!



Destination Excellence
Continuous Improvement