Department of Natural Resources
Lab Certification Design

REPORT-OUT
APRIL 24TH – 26TH, 2017

LEAN
State of Iowa
Continuous Improvement

Why Are We Here?

- Out-dated database
- Shared program by DNR and SHL
- Opportunity to build database together
- Design new process and new database

Sponsor:
Jon Tack
Dept. of Natural Resources

Team Sunshine, Daisies, and Dinosaurs

Brindusa

Team Members:

- DNR staff: Kathy Lee; Anne Lynam; Matt Culp
- SHL Staff: Don Simmons, Brindusa Velica, Jeffrey Wasson, John Kempf
- Kristy Eichenberger, Test America Inc.
- Jim Eggers, Keystone Labs, Inc
- Rick Graves, City of Indianola Wastewater

Facilitators:

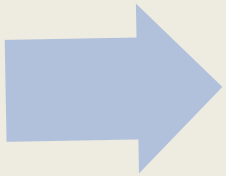
- Susan Godwin, DHS; Theresa Stiner, DNR

Event Scope

Jeff

Through technological opportunities, streamline the lab certification process and improve communication with users beginning at the time:

Customer applies for or renews an application for certification



Final certification and monitoring compliance

How Do We Get There?

John

1. Less hands-on paperwork, where possible, moving towards technology solutions to help with time/cost/communication
2. User friendly process (manual and technological) both internally and externally
3. Enhance or simplify communication among stakeholders
4. Keeping the product flexible/changeable for quick simple improvements in the future
5. General public accessibility is defined
6. Up-to-date tracking and monitoring
7. Technological solution should consider if possible replacing the DMRQA with PT reporting.

What is Design for Lean Six Sigma?

Jim

- Methodology to create a new service, product or process
- Applicable to any project that needs a significant amount of new design
- Strong emphasis on capturing and understanding the customer and organization needs

Design Event Schedule

Jim

Pre-event Planning

Follow-up & Implementation

Design Introduction	Gather Information	Design Creation	Implementation	Report Out
Design Overview	Identification Of Trends	Formulate New Process Ideas	Design New Process	Report Out
Review Charter	SWOT	Prioritize and Select New Process Ideas	Identify What Needs to be Done to Implement New Process	Celebrate!

Current State

John

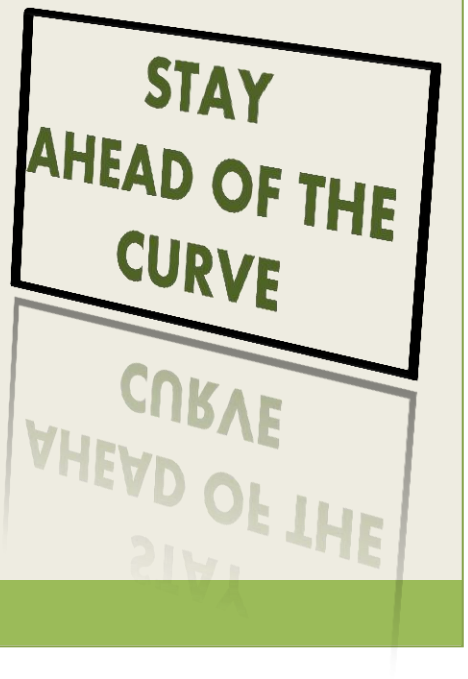
Current State	Goals for future state
• Current database no longer supported • Antiquated tool • Delays and inefficiencies	• Zero refunds – done right the first time. • 90-day turn around 75% of the time after completion of the database. • 50% of labs will use in the 2 year cycle. • 75% Customer satisfaction with the new process • Reduce paperwork 30% for wastewater and commercial labs

Trends

Don

- Interactive electronics continue to advance
- Need for data sharing
- Environmental awareness and protection (save paper and other resources)
- Instant, real-time data
- Availability of big data to analyze

(determine cost effectiveness, etc.)



SWOT

Kathy

Strengths

- SHL annual symposium
- Auditors provide guidance, call on others as needed
- Program meets regulatory requirements

Weaknesses

- Out of date/ inflexible database
- Cumbersome and confusing application process
- Duplication due to separate databases

Opportunities

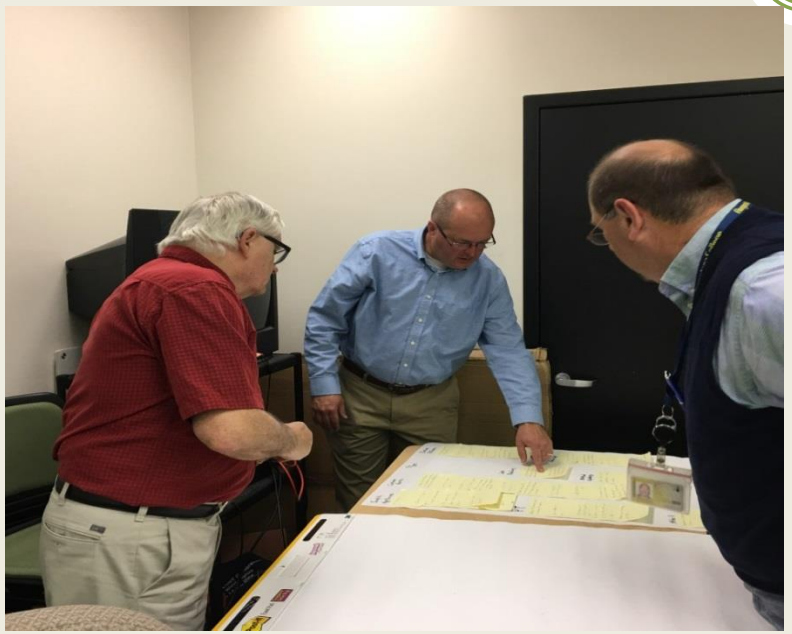
- Electronic records to increase availability of information
- Increase automation
- Decrease turn-around time

Threats

- Current database could crash
- Limited number of people know the current database
- Inconsistent with national standards

Discussion & Consensus

Don



- Brainstorming of improvements
- Deselection of ideas
- Team Consensus

Future State Map

Kristy

Highlights

- Greater accessibility to information for external customers
- Automation of manual processes
- Increase speed of process
- Increase efficient communication
- Traceability of records
- Compliance tracking

Simpler – Faster - Better

Brindusa

Impacts

- More transparent and responsive process
- Greater efficiencies
- Increase customer access and involvement
- Automated fee process calculation
- Public accessibility
- Improved resources for lab decision making

Time Line

Anne

May 2017

- Pre-Planning with IT

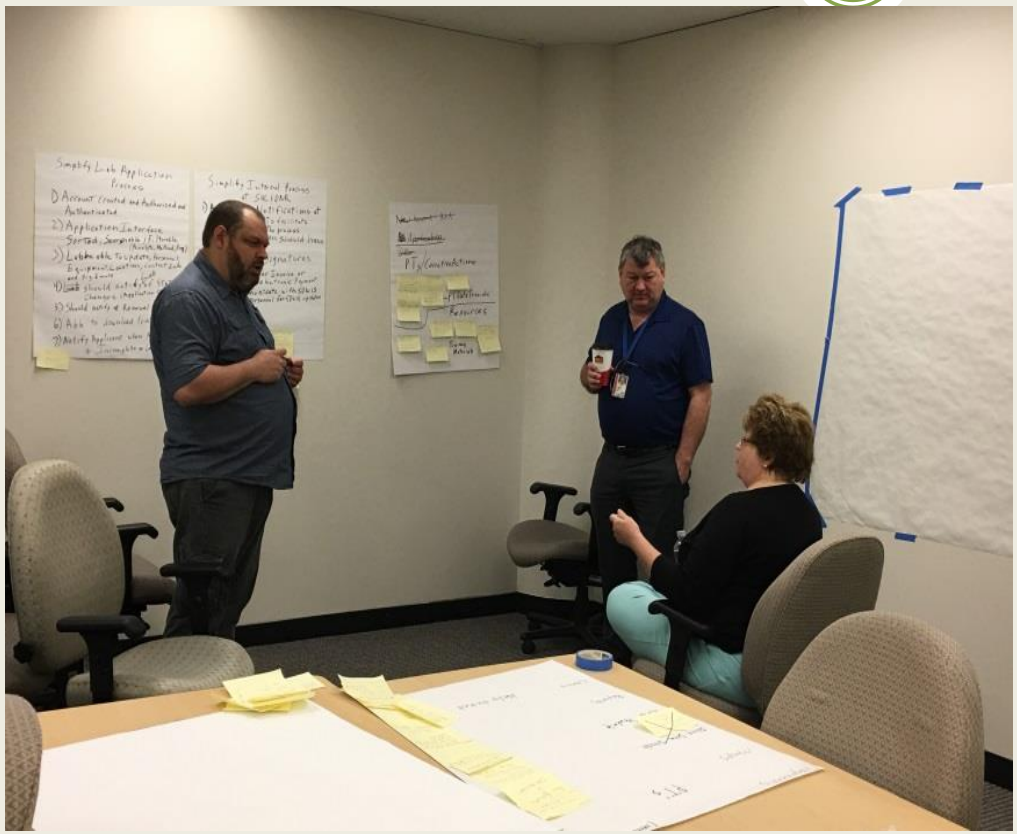
June 2017

- Development and Testing

2018

- Implementation

Team Member Experience



Jim Eggers
Keystone Labs, Inc.

Kathy Lee
DNR

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Thank you

Questions?