DNR UST Tag Renewal Process Kaizen Event Report Out

The “Tag Team”

August 29-September 1, 2011

The Opportunity

Elaine Douskey

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The “Tag Team”

Elaine Douskey

- Elaine Douskey, UST Section
- Paul Nelson, UST Section
- Lisa Niedermeyer, UST Section
- Johnetta Benson, Customer and Employee Services
- Jill Reams-Widder, Casey’s
- Chris Van Gorp, Director’s Office

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Scope

Paul Nelson

- This event will cover the Tank Tag Renewal Process from the point of identifying which tanks need renewals until the tags are installed on the tank and the renewal forms are reconciled in the database.

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Goals

Jill Reams-Widder

1. 100% of renewal notices are sent out by December 1.
2. 100% of renewal tags received by January 15 are sent to customers by February 15.

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Objectives

Lisa Niedermayer

1. Make process more efficient
2. Document the process
3. Define roles and responsibilities
4. Reduce time spent on data entry- remove redundant data entry, improve data entry screens
5. Reduce mistakes and rework
6. Reduce waste on labels, receipts, and printing
7. Create easier process to extract information from database
8. Reduce time spent on assigning renewal tag numbers
9. Reduce follow-up contacts needed to get an accurate and complete renewal form

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Kaizen Methodology

Chris Van Gorp

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

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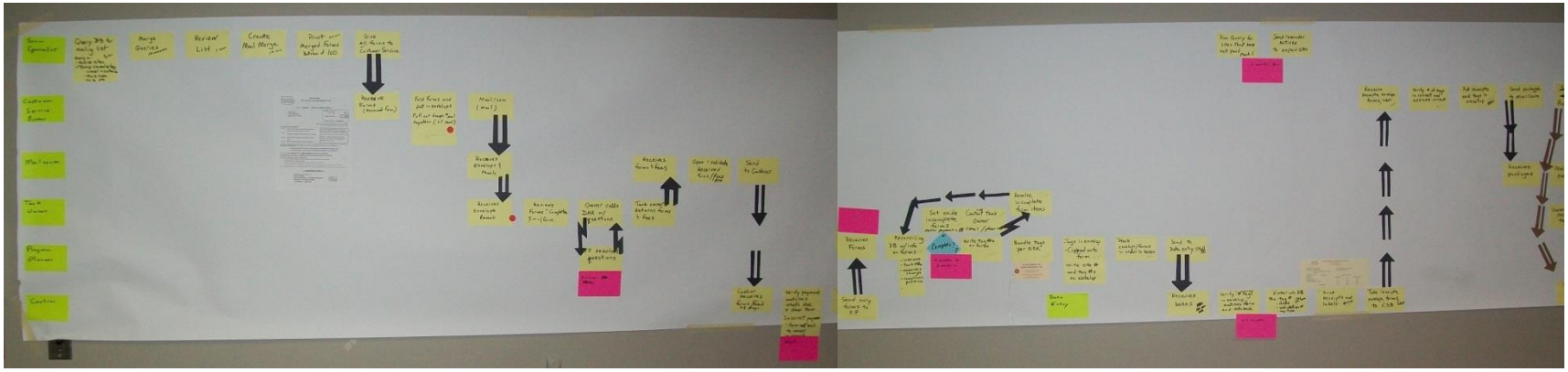
Current Process

Paul Nelson



Brainstorming

Jill Reams-Widder

- Tank Tag Renewal #s
- Improved data entry
- Update Renewal Form
- Improved Queries and Reports
- Improve accuracy of mail out
- Tank Tag receipts and labels
- Improve Insurance Documentation

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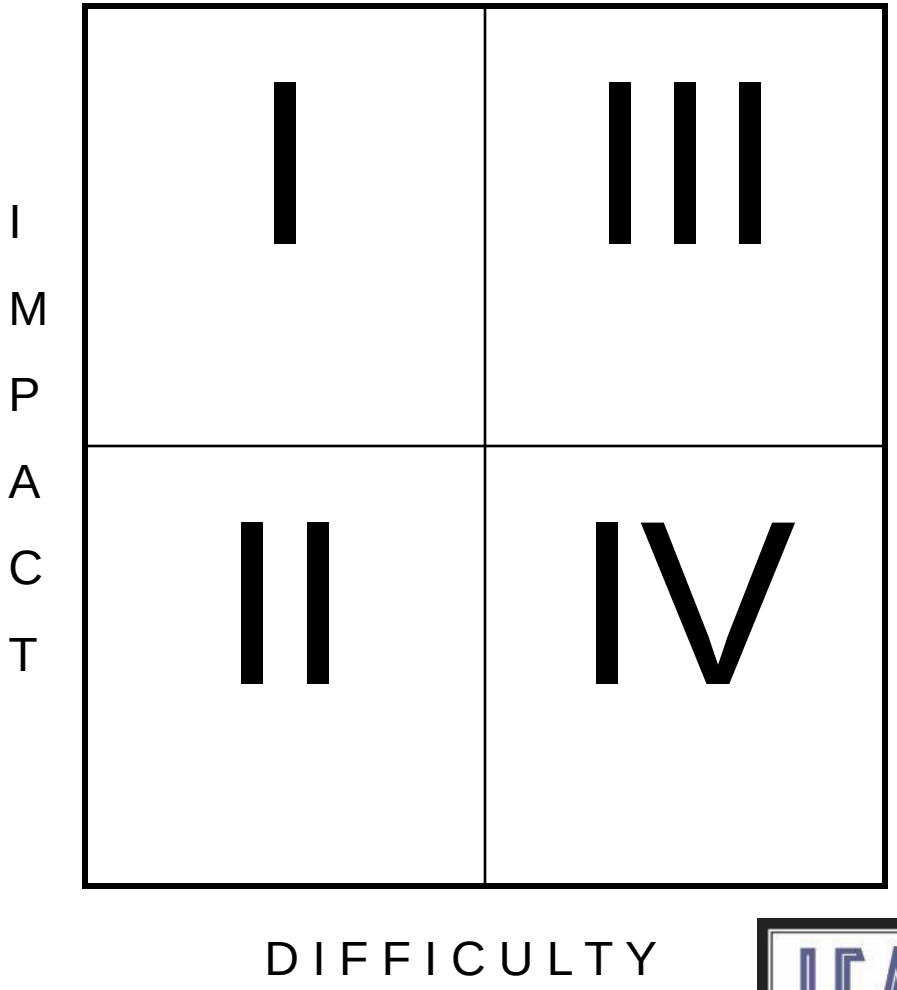
De-selection Process

Lisa Niedermayer

- Identifies
  - Impact to customer
  - Difficulty implementing
- Helps to rate/ rank solutions to resolve issues while identifying ease of implementation



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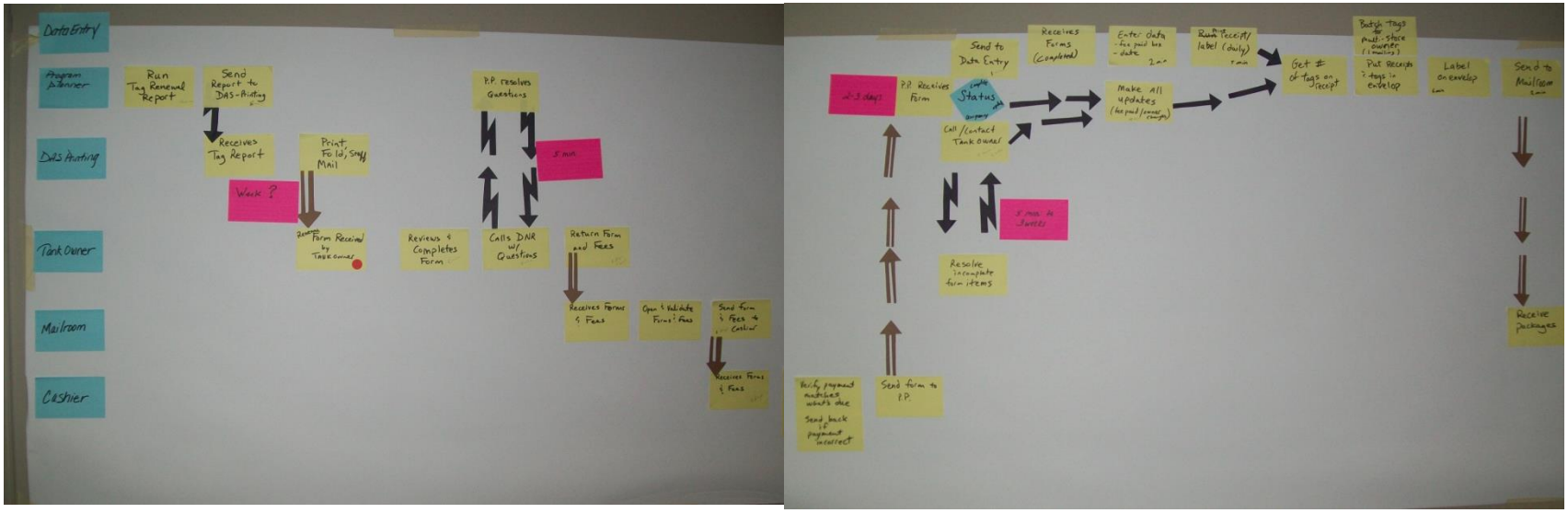
New Process

Lisa Niedermayer



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Homework

Elaine Douskey

Item	Item Description	Person Responsible	Due Date
1	Talk with IT about Database updates (duplicate entry for validation dates per tank vs. per site)	Elaine	9/2/2011
2	Talk to IT about fixing affiliate bug- not updating on first click	Elaine	9/2/2011
3	Contact other large operators to inform about the new process	Elaine	9/9/2011
4	Update Form	Paul, Lisa, Colleen	9/13/2011
5	Tag renewal form queries, singles vs. multiples, determine query criteria (need to know what info is going on form to finish query)	Paul	9/15/2011
6	Request monthly insurance updates	Paul, Lisa	15th of month
7	Investigate MS Access training for staff	Elaine	11/1/2011
8	Run Data verification and correct discrepancies	Paul, Lisa	11/15/2011
9	Pre bundle tags based on query of tanks at sites	Paul, team	12/1/2011
10	Review what to do with the Class A & B operator contact info collected from Renewal Forms	Paul, Lisa, Elaine	1/15/2012

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Results

Paul Nelson

- Reduced Data Entry
- Removed renewal tag numbers – no longer need to track renewal numbers
- Streamlined mailing of tags and receipts
- Reduced steps by 33% and handoffs by 54%
- Reduced time spent from completed renewal to sending tags out by 50%

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Team Member Experience

Lisa Niedermayer
Jill Reams-Widder

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Comments

Chris Van Gorp

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We welcome your questions and comments!

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