

Project Charter

Project Name: Lean Rules Process

Date Chartered:

Expected Completion Date: May 31, 2012

Team Leader: Jane Landretti and Chandra Harvey

Team Goal/Mission:

The team will implement improvements that accomplish the following:

1. Reduce DNR staff time required for the process.
2. Reduce the amount of time it takes for the customer to receive approval to proceed with the next step in the rules process.
3. Improve customer satisfaction.
4. Ensure that all safety requirements are incorporated into the new process.

Measure(s) to be used to determine success:

How will we quantify our progress?

1. DNR staff time is reduced a percentage to be determined.
2. Customer receives internal approval to proceed with next step in process on average in 5 days fewer than it takes under the current process.
3. Federal, State, and program safety requirements were addressed and incorporated into the new process, if applicable.

Team Members: Membership will be determined more expansively after team leader training. Might include NRB member or member of Governor's staff. Currently anticipating Bob Eckdale, Laurie Ross, Linda Haddix.

Issues to be addressed:

What Problems or opportunities will the team solve?

1. Streamlined process in rules development
2. Clarity in communication with staff about the rules process

Expected Results:

What will be in place when we are done? Updated library of forms available on our website indicating a process that is streamlined.

Support/Resource People:

Who will we need assistance from besides the team members? NRB. Legislative liaison staff. Perhaps the legislature.

Responsibilities and Boundaries:

What areas will the team look at and what areas will the team NOT look at?

Team may expand its scope to recommend statutory a change that would streamline the rule process for those rule changes driven by formal EPA demands (i.e. those rule changes mandated by feds are treated as zero economic impact).



DNR Lean Project - Final Report

Project Name: Administrative Rule Process

Project Team Leader: Chandra N. Harvey

Project Purpose: Streamline the administrative rule process

Project Team Members:

Robert Eckdale
Linda Haddix
Scott Loomans
Laurie Ross

Sponsored by Tim Andryk

Summary of Improvements: See attached Project Implementation Plan

Project Results:

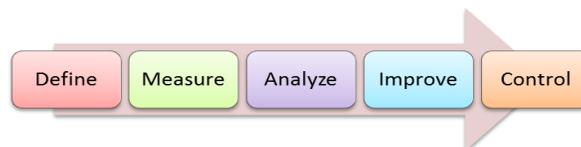
Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR staff workload.	Amount of hours per staff person/Board member varies per rule	10%	1487-2790 hrs saved annually	Yes
Reduce Lead (delivery time).	33-month process	10%	25.5 month process (17.7%)	Yes
Improve Customer Satisfaction.	All survey participants experienced some dissatisfaction	10%	Increased satisfaction	Yes

Amount of staff time saved per year in hours: 1487-2790 hours

How will that time be reinvested?:

Survey results indicate that staff are frequently working extra hours to accomplish assigned tasks, and very few staff are able to “always meet” rule related deadlines. Time saved by staff will reduce the amount of paid and unpaid overtime, and help staff prioritize other work responsibilities.

Amount of cost savings per year: \$6,896 - \$13,731



Project Cost:

	Hours	Dollars
Project Team Leader	100+	
Project Team Members	Avg. 75+ per team member	
Meeting Costs		\$0
Improvement Costs		\$0*
Total	400	\$0

Recommendations for Future Code/Statute Changes: See attached Opportunity Chart

Lessons Learned:

*At their April 2013 meeting, the Natural Resources Board approved a proposal to “go paperless” by using Department issued tablets or laptops. The Department anticipates equipment, software and maintenance costs will be incurred as a result of this proposal. However, these costs are not included here because the proposal came at the request of Board Chair Preston Cole and is outside the scope of the project.