

## Project Charter

**Project Name: Welcome Aboard**

**Date Chartered: 10/01/2012**

**Expected Completion Date: 12/31/2012**

**Estimated Implementation Date:**

**Team Leader: Richard Doty/Michele Young**

**Team Sponsor: ?**

### **Team Goal/Mission**

Purpose of the Team?

Review the current on-boarding process for a newly hired employee into the DNR, to improve the overall process and make it more efficient, timely and consistent throughout the department. This review includes the sending out of the appointment letter, required start-up paperwork, badge/access and computer access.

The team will implement improvements that accomplish the following:

- 1- Reduce DNR staff time involved in the on-boarding process.
- 2- Reduce the time it takes to get the new to DNR employee system access.
- 3- Improve customer satisfaction.
- 4- Standardize the process across the department. (Including terminology)
- 5- Provide protection of confidential information (example SS#)
- 6- Automate process where possible
- 7- Ensure that safety training requirements are incorporated into the new process.

### **Measure(s) to be Used to Determine Success**

How will we quantify our progress?

- 1- Reduce the time between entering a new DNR employee into HRS and obtaining their system access by %. Will use system creation dates to track.
- 2- Simplify the paperwork process to ensure 80% of permanent employees new to DNR are entered into the HRS prior to their first day of work. Will use system dates for creation and start date.

### **Team Members**

- Richard Doty
- Betty McWilliams
- Kathy Olson
- Roy Pedretti
- DeLaina Siltman
- Michele Young
- Other Division/Bureau staff: including but not limited to: HR Regional Staff, HR Staffing staff, ITCs, BTS staff, others TBD.

### **Expected Results**

Upon implementation:

- 1- Consistent on-boarding process across the agency for employees new to DNR.
- 2- Revised forms and workflow.
- 3- Standardized Personnel files and HR working folder files.
- 4- Standardized Systems access.
- 5- Utilize technology
- 6- Reduce workload on DNR Staff
- 7- Improve initial experience for new employees and supervisors



# DNR Lean Project - Final Report

**Project Name:** Welcome Aboard

**Project Team Leaders:** Richard Doty/Michele Young

**Project Purpose:** Review and improve the current On-Boarding process for a newly hired employee by making it more efficient, timely and consistent throughout the department.

**Project Team Members:**

Richard Doty	Betty McWilliams	Kathy Olson
Roy Pedretti	DeLaina Siltman	Michele Young

**Summary of Improvements:**

Statewide Consistent Message	Standardized Work Flow
Standardize Paperwork/Process	Standardize Terminology & Communications
Utilize Technology	Define Roles & Responsibilities
Ensure Confidentiality/Security	Create a Positive First Impression for New Hire

**Project Performance Measures**

Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR supervisor On-Boarding workload.	3 Hours per New Employee	0 Hours	0 Hours	YES
Days Between Start Date and Paperwork Submission	25% Day One	95% Day Three	90% Day One	YES 98% Day One
Oracle Account Day One	4% Day One	95% Day One	90%	YES 98% Day One
Improve Customer Satisfaction.*(New Employee)	Could not be validated	95%	90%	YES 100% Day One
Ensure Staff and Customer Safety.				YES

**Amount of staff time saved per year in hours:** >1440, however the amount of time saved by supervisors is >1536 hours annually.

**How will that time be reinvested?:** Additional time that supervisors have to supervise and work on program priorities.

**Project Cost:**

	Hours	Dollars
Project Team Leader	500	\$
Project Team Members	800	\$
Meeting Costs		\$58
Improvement Costs		\$
Total	1,300	\$58

**Recommendations for Future Code/Statute Changes & Lessons Learned:**

The agency lacked consistent processes in new employee On-Boarding.

The agency was out of compliance with Federal Law on new employee paperwork.

