Project Charter

Project Name: Green Tier – Tier 1 Acceptance
Date Chartered: **Expected Completion Date:**
Team Leader: Nick Leifeld

Team Goal/Mission:
What is the purpose of the team?
1. Reduce DNR staff time required for the process.
2. The purpose of the Team is to assure that the time from application to acceptance into Tier 1 of the Green Tier Program is 60 days.
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?
The team will implement improvements that accomplish the following:
1. DNR staff time is reduced by10%.
2. All Tier 1 applicants receive with no compliance issues receive approval to become a Tier 1 Green Tier participant in 60 days or less.Customer satisfaction measure to be developed as a part of the process.
3. Federal, State, and program safety requirements were addressed and incorporated into the new process, if applicable.

Team Members:
Niki Exterovich
Tracy Fretwell
Gregg Breese
Shelley Heilman

Issues to be addressed:
What Problems or opportunities will the team solve?
1. Processing of applications while issues are addressed
2. Innovations in providing public notice
3. Ways to eliminate non value added steps
4. Ways to expedite and/or automate processing

Expected Results:
What will be in place when we are done?
1. A formal set of processing requirements
2. Automatic feedback on the timing of the processing

Support/Resource People:
Who will we need assistance from besides the team members? - None

Responsibilities and Boundaries:
What areas will the team look at and what areas will the team NOT look at? The team will only look at Tier 1 and will only look at application processing. Completeness determinations will not be a part of the process. The process must have front end quality controls that get us complete

information in the first place and have processes that continue with processing while additional information is garnered.

Project Name: Green Tier-Tier 1 Application Process

Project Team Leader: Tom Nowakowski

1. **Project Purpose:** To understand and modify current Tier 1 application review process to meet or exceed 60 day processing time.

Project Team Members: Tom Nowakowski, Gregg Breese, Shelley Heilman, Nikki Exterovich

Summary of Improvements:
- Define cycle time to create a "start" and "end" point which reflect current statutory requirements for tier 1 application review processing
- Create an application review process flow diagram and summary materials for internal staff and l program applicants/participants
- Delete two full process steps and combine four process steps into two
- Standardize email correspondence w/ applicants
- Add date tracking to three critical process review steps

Project Results:

Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR staff workload.	160 hours/applicaton	144 hours/application	144 hours/application	Yes
Reduce Lead (delivery time).	163 days	60	60	Yes
Improve Customer Satisfaction.	Survey-- External	100%	100%	TDB thru post survey
Ensure Staff and Customer Safety.	██████████████			Yes

Amount of staff time saved per year in hours: 320 hours

How will that time be reinvested?: Program development and program participant outreach

Project Cost:

	Hours	Dollars
Project Team Leader	110	████████
Project Team Members	220 (combined)	████████
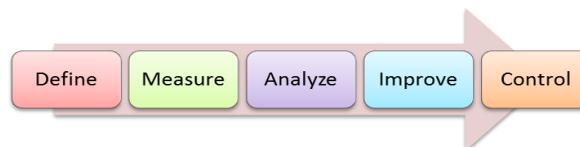
Meeting Costs	███████████████	
Improvement Costs	█████████	$NA
Total	330	$NA

Recommendations for Future Code/Statute Changes: No changes recommended

Lessons Learned:

- **Defining "cycle time" was central to providng focus to the project**

- **While we had been collecting data on application processing since porgram's inception, we had never used the data to evaluate and improve the current application process.**

- **Application "intake" process will need to be the subject of a future lean project.**

- **A "parking lot" for ideas and issues outside the focus of improvement of cycle time as key to keeping disucussion on task**

- **It is challenging to design metrics that won't be misinterpreted**

- **Clear definition of purpose to stay on task is key.**