

## Project Charter

**Project Name: Endangered Resources Heritage Mapping Data Lean Project**

**Date Chartered: Winter 2013**

**Expected Completion Date: July 2013**

**Team Co-Leaders: Jim Woodford and Stacy Rowe**

**Background:** The Wisconsin Natural Heritage Inventory (NHI) program was established by Wis. State Stat. 23.27 to establish a system for collection, storage and management of information and data related to the natural heritage inventory. The current system uses a program called Biotics 4 provided through the NatureServe network that is expected to be updated to Biotics 5 soon.

### **Team Goal/Mission:**

Improve heritage mapping timeliness, data quality, and delivery to internal and external customers by increasing mapping efficiencies, improving NHI data accuracy, and simplifying data submission process.

The team will implement improvements that accomplish the following:

1. Reduce DNR staff time required for each mapping occurrence.
2. Reduce or eliminate backlog of NHI data that are able to be mapped.
3. Improve internal and external customer satisfaction.

### **Measure(s) to be used to determine success:**

1. DNR staff time is reduced by 15% per element occurrence mapped.
2. Decrease time delay between data submission and availability (cycle time) in NHI portal by 20%.
3. Increase mapable data submission rates by 10% through improved response times, education, and simplified submission requirements.

**Team Members: Jill Rosenberg, Anne Reis, Rich Staffen, Terrell Hyde, Carly Lapin, Mia Van Horn, and Owen Boyle**

### **Issues to be addressed:**

1. Identify efficiencies in current NHI mapping process
2. Investigate use of batch processing for large data sets
3. Examine potential for self-mapping certification for trained DNR staff
4. NHI data accuracy
5. Data submission process

### **Expected Results:**

1. Refinement of processes for mapping NHI data.
2. Simplified web submission form/process
3. Elimination or reduced backlog of data that can be mapped
4. Increased data submission compliance with internal customers

### **Support/Resource People:**

1. Current NHI Mapping Staff
2. New NHI portal contractors (ADC)
3. BTS staff (potentially)

4. Select Lands, Water, Forestry, and Science staff for web submission

**Responsibilities and Boundaries:**

We will address internal mapping processes, data submission forms and process, locational data standards, and NHI portal data accuracy.



# DNR Lean Project - Final Report

**Project Name:** Endangered Resources Heritage Mapping Data Lean Project

**Project Team Leaders:** Jim Woodford & Stacy Rowe

**Project Purpose:** To improve heritage mapping timeliness, data quality, and delivery to internal and external customers of the Natural Heritage Inventory (NHI).

**Project Team Members:** Erin Crain (Team Sponsor), Owen Boyle, Terrell Hyde, Carly Lapin, Jill Rosenberg, Rich Staffen, and Mia Van Horn

**Summary of Improvements:** See attached Project Implementation Plan

**Project Results:**

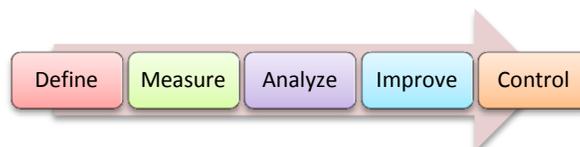
Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR staff workload.	85 minutes per record	15% decrease (72 min)	34% decrease (56 min)	Yes
Reduce Lead (delivery time).	147 days per record	20% (118 days)	38% decrease (91 days)	Yes
Improve Customer Satisfaction.	Satisfied customers = 63% from survey	Increase customer satisfaction by 10%	12% increase	Yes
Ensure Staff and Customer Safety.				Yes

**Amount of staff time saved per year in hours:** 13 minutes per record times ~1800 records per year = 390 hours per year.

**How will that time be reinvested?:** Staff time saved will be put towards mapping of historic datasets and records, and performing critical field inventories.

**Project Cost:**

	Hours	Dollars
Project Team Leader	325	\$9,885
Project Team Members	265	\$7,445
Meeting Costs		\$778
Improvement Costs		\$
Total	590	\$18,108



**Recommendations for Future Code/Statute Changes:** None

**Lessons Learned:**

- The Lean 6 Sigma tools learned worked very well for our project.
- That the perceived “backlog” of data to be mapped really was data that never will/can be mapped, due to data quality and other issues.
- Following the Lean 6 Sigma process methodology (DMAIC) was crucial to having a successful project.
- That a Lean 6 Sigma project can occur simultaneously with a full bureau/program structural realignment project.
- Data collection and VOC surveys were critical to our team’s decision-making processes.
- That team make-up is critical to a project’s success.
- Implementation costs should not out-weigh the benefits.
- Improving customer communication and satisfaction reduces staff workload (per record) and improves data quality.
- Regular reviews and implementation of new technologies can improve work efficiency.