Project Charter

Project Name: Improved Fish Quota Request Process
Date Chartered: 10/15/2012   Expected Completion Date: May 15th 2013
Team Leader: David Giehtbrock
Charter updated: 02/14/2013

Team Goal/Mission:
What is the purpose of the team?
We will improve the fish quota submission and review process by reworking the forms currently in place. The current process to request fish is time consuming because we use a form that needs additional data added to it each year. Nearly all of the data added is the same each time fish are requested. Time would be saved if we added this information into the existing templates, and eliminated the yearly data entry. We will rework the data review form to speed up the review process and we will eliminate the need to review requests that meet established criteria. Any requests that do not meet the criteria developed by the team are submitted to the District Supervisor for review and approval/denial/or update.

The team will implement improvements that accomplish the following:
1. Reduce DNR staff time required for the process.
2. Reduce data entry errors in the submission process.
3. Reduce noncompliance with stocking guidance in the submission process.
4. Reduce the amount of time it takes for the customer to receive a completed list of fish requests for the current fish production plan year / reduce the time needed to review and approval all fish request for the current fish production plan year.
5. Improve customer satisfaction. The primary users of the system will be satisfied with the improved process because they spent less time requesting/approving fish quotas.

Measure(s) to be used to determine success:
How will we quantify our progress?
1. DNR staff time is reduced by _25_%. Measure using timestamp data from the database and customer survey.
2. Customer receives a complete set of fish requests on average in one or less days.
3. Insert a measureable associated with customer satisfaction. This measurable may be decided later as part of the project.
4. Federal, State, and program safety requirements were addressed and incorporated into the new process, if applicable.

Team Members:
Bob Hujik, Scot Stewart, David Rowe, and Alan Neibur

Issues to be addressed:
What Problems or opportunities will the team solve?
1. Length of time it takes to submit a request for fish to be stocked.
2. Length of time it takes to review requests for stocking and approve them.
3. Error and or compliance in quota submission.

Expected Results:

What will be in place when we are done?

- A new form for quota submission and a new form for quota review that will reduce submission/review time.
- A set of criteria that automatically approve fish quota requests.

Support/Resource People:

Who will we need assistance from besides the team members?

- Database development staff from USGS, this group currently maintains the Bureau of Fisheries Management Biology Database
- Al Kaas, Fish Culture Section Chief

Responsibilities and Boundaries:

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

The team will look at the workquota submission forms and how the user interfaces with the information to speed up information processing. Processing rules and procedures will be developed by the team and implemented in the database to speed up the review process.

Raise issues with stocking guidance if they create barriers to implementation of our end goals.

Project Name: Improved Fish Quota Request Process

Project Team Leader: Dave Giehtbrock

Project Purpose: Modify the fish quota request process to reduce the amount of time used to complete the project and to reduce the number of errors associated with requesting fish for stocking**.**

Project Team Members: Steve Avelallemant, Bob Hujik, Al Niebur, Dave Rowe, Heath Benike, support from Jordan Petchenik

Summary of Improvements: See attached Project Implementation Plan

Project Results:

| Goal	Baseline	Original Project Charter Goal	Expected After Improvement^	Goal Met?
Reduce DNR staff workload for quota insertion	12.2 hrs./person	9.15 hrs./person	8 hrs./person	TBD
Reduce DNR staff workload Review	46 hours	34 hours	30 hours	TBD
Improve Customer Satisfaction.	Satisfied	Very Satisfied	Very Satisfied	TBD
Ensure Staff and Customer Safety.	████████████████████████████████			NA

^ We calculated that 90% of the quotas will be automatically inserted and feel there will be more than a 25% time savings gained.

Amount of staff time saved per year in hours: 42 biologist doing quota insertion times 3.05 hours each = 128 hours. 4 District Supervisors times 12 hours= 48 hours. Total 176 hours.
How will that time be reinvested?: This time will be put back into covering the core work of our staff. This includes among other things, working with the public to do management plans and analyzing data to improve our current stocking strategies.

Project Cost, through July 2013:

	Hours	Dollars
Project Team Leader	144	$4,177.44
Project Team Members	102	$3,181.00
Meeting Costs	███████████	$705.18
Improvement Costs	███████████	$4,000.00
Total	246	$12,063.62

Define Measure Analyze Improve Control
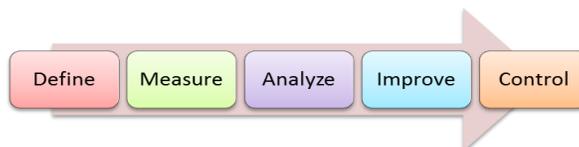
Recommendations for Future Code/Statute Changes: We do not have any recommendations for Manual Code or Statute Changes with this project. We do recommend updating the Fisheries Management Handbook to include the new procedures and timelines after the programmer has made all the requested updates.

Lessons Learned:
1. Let the process work, don't rush to the end and start making changes. Take the time to make sure the whole group understands the LEAN concepts, and that they understand all the parts of the process they are working on. The whole reason you have team members is to get the different perspectives. We asked a lot of good questions in the survey because we took the time to explore the point of view of each team member.
2. Refer to the project charter constantly to remind staff of the scope of the project. We referred to it constantly for the first two meetings to keep within the scope of the project.
3. Set all meeting times up for the duration of the project. It was difficult to schedule everyone to do this project. If we had set up a schedule in advance it would have been easier to get full meeting attendance.
4. Use a facilitator if at all possible to keep the team on tract.