

Process Improvement Update

Oregon Water Resources Commission

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Process Improvement Recent History

1. Lean (late 2009 – early 2010)
2. Efficiency Review Group (2009-2010)
3. Building a culture of continuous process improvement...



Recent Process Improvement Initiatives

1. Department's Weekly Public Notice
2. More timely Initial Reviews/KPM10
3. Instream Leasing Program (part 2)
4. Front Counter/Customer Service Operations



Weekly Public Notice

1. Largely unchanged in 15 years.
2. Shared project: TSD + WRSD
3. Great opportunity for staff time savings
4. Opportunity for enhanced service delivery



Key Performance Measure 10

Timely Issuance of Initial Reviews

- 1. Backlog reduction in GW reviews**
- 2. Bottlenecks and slow spots ID'd**
- 3. Workload priorities and expectations adjusted**
- 4. Expect improved performance in next KPM report**



Instream Leasing Program

- 1. Last year's "lean" efforts did not develop anticipated gains.**
- 2. Used additional staff to complete 2013.**
- 3. Had the new staff involved in the next improvement process.**
- 4. Developed a major overhaul (forms, staff, workflow, expectations)**



Front Counter/Customer Service Operations

1. Logging interactions to develop and share best responses
 - A. Development of FAQs for more self help
 - B. Improved training techniques for new front counter staff
 - C. Improving institutional memory



Process Improvement Next Steps

- *Maintaining and growing* a culture of process improvement.
- On the lookout for opportunities.



Alternatives

- 1. Accept the update, and direct staff to report back once per biennium.**
- 2. Ask staff to return with more detail.**



Recommendation

- 1. Accept the update, and direct staff to report back once per biennium.**
- 2. Ask staff to return with more detail.**

