

# WisDOT Lean Government Initiative Status Update



April 30, 2013

WisDOT Board of Directors



# Lean project results



## **P-card coding and approval process**

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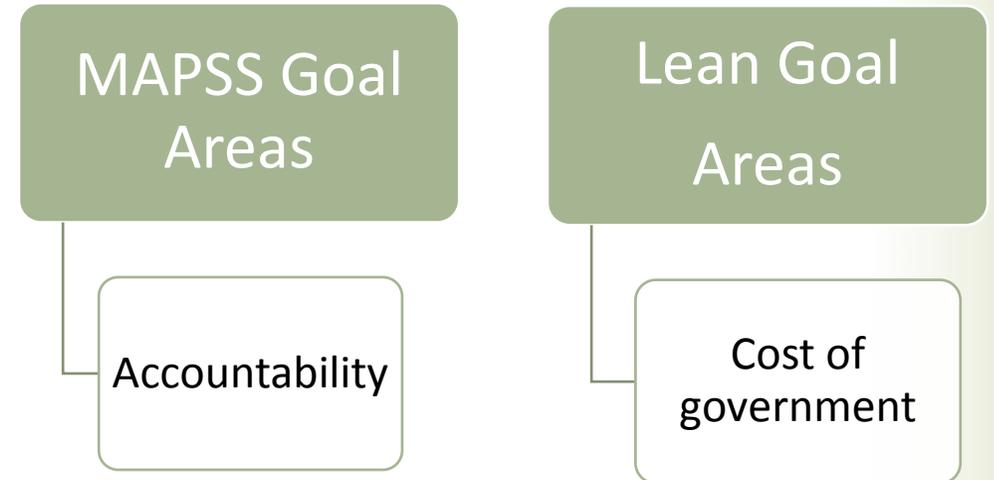
Jon Kranz, Division of Business Management

Paul Hammer, Executive Offices - OPBF

# Issue and goals – P-card process



- ❧ Procurement card (P-card) coding and approval system involves staff throughout the agency
  - ❧ Redundant data entry by multiple staff
  - ❧ Project and object codes frequently incorrect
  - ❧ 340 hours of rework time spent identifying and correcting errors
- ❧ Project goals
  - ❧ Improve accuracy of data entry
  - ❧ Reduce rework time used for error correction
  - ❧ Reduce process time spent coding transactions



# Results and next steps – P-card process

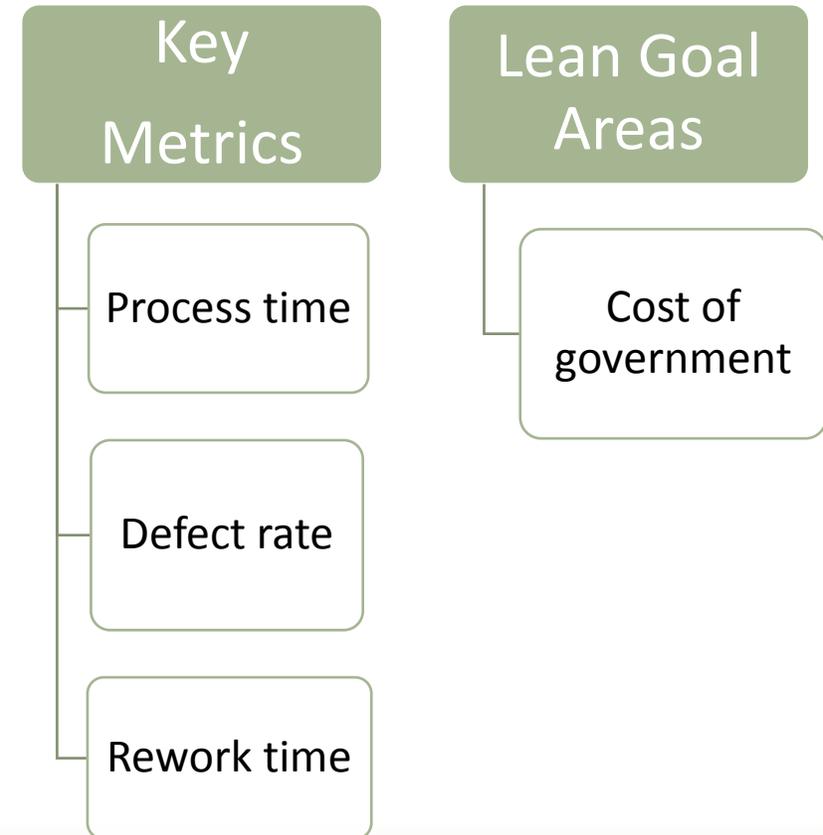


## Results

- Default coding for routine P-card transactions
- Will save 3,200 hours of process time coding purchases annually; includes reduction in coding errors by 75 percent, saving 250 hours of rework time annually

## Next steps

- DBM and OPBF will implement several recommended improvements by July 2013
- Will further investigate benefits of an automated P-card system later this year



# Lessons learned



- ❧ The devil is in the details
- ❧ Mapping the process helps the team develop an common understanding of the issues
- ❧ Even a simple process can be complex if it affects many people throughout the agency
- ❧ Resist the urge to jump to solutions; focus on root causes

# Looking ahead



- ☞ May report to WisDOT Board of Directors will include results of DMV Phone quality assurance
- ☞ Leadership Development Program reports to the Board of Directors on the open records process and invoice processing
- ☞ Lean projects kicking off in May include:
  - ☞ DBM Family Medical Leave Act request submittal & approval
  - ☞ DBM P-card rebate increase through BITS hardware purchases
  - ☞ DTSD Inactive project closeout process

# Looking ahead (cont.)



Let Project Close out (Phase 2) activities

DTSD work group 1 – glossary of terms

DSTD work group 2 – flowcharts

DTSD work group 3 – roles and responsibilities

DTSD work group 4 – standardize team composition and role