



DES LEAN Team

Case Study # 2013-05



Summary

Scope: Department-wide

Business Problem:

Prior to the improvement effort, there were numerous challenges to managing the department's shared audio visual (A/V) equipment reservation process. In addition to the need to update and streamline, there wasn't a designated space for the pickup and return of equipment. Due to a redundant system of signing in and signing out equipment on two separate forms, the borrowers were often confused with the procedure. This method also fostered a lack of control of who had what equipment and for how long. Since the primary loaner, Lauren, is part-time, there was also a lack of coverage with supervising the outgoing and incoming equipment later in the afternoon. This impeded the assurance that all the equipment that had been reserved was returned to the Public Information Center in good working condition.

Methodology:

Reviewing the current state of the process and identifying where the problems exist.

Solution:

Simplify the process and make the customer more accountable.

Benefits/Results:

- Desk-top convenience for staff reserving equipment by using an online standardized form
- Reduced instances of equipment and component loss
- A tighter inventory of current equipment
- Reduced time and effort for the part-time staff to manage reservations
- Less "mixing" of outgoing and incoming equipment
- Provides seamless coverage when primary reservation staff is out

Idea Source:

PIP Staff

Lean Event Facilitator:

Daniel Hrobak x 1987

Vince Perelli x 8989

Project: Shared A/V Equipment Reservations

The Problem

There were numerous issues regarding the management of the Department of Environmental Services' (DES) shared A/V equipment. In addition to the need to update and streamline, there wasn't a designated space for the pickup and return of equipment. Due to a redundant system of signing in and signing out equipment on two separate forms, the borrowers were often confused with the procedure. This method also fostered a lack of control as to who had what equipment and for how long. Since the primary loaner, Lauren, is part-time, there was also a lack of coverage in supervising the outgoing and incoming of equipment later in the afternoons. This impedes the assurance that all of the equipment that has been reserved is returned in good working condition.

The Process

What appeared to be a seemingly straightforward task, developed into a much more complicated project. Therefore, the team really had to dig in and focus on figuring out what the A/V Equipment Reservation Process really entailed. The A/V Equipment Manager supplied the team with details on which types of equipment were used and how frequently. The team then created a "current state map" on a long piece of brown paper with Post-it® notes to identify each step in the process.



From the current state map, the team picked out and identified the problems in this process. The team then created a "future state map" to create what would be a more efficient A/V Equipment Reservation process.

"It's going great! I find that the new system simplifies the process of borrowing equipment for the customer, as well as for me."

Lauren M. Dethlefs, PIC Staff

"Painless!"

Steve Roberts, WEB Staff

The Results

The team really stuck to the original objectives. To ensure that the borrower would have more accountability and that less equipment would be lost, or taken without notification, the PIP Unit Staff implemented several changes. These changes include creating a new standardized online reservation form, with a link and dedicated webpage on the DES intranet website. The A/V Equipment Manager now uses a more detailed reservation calendar. Additionally, the PIP Unit Staff has rearranged the equipment "return" and "pick up" areas as well as tagging each piece of equipment and the components for easy identification.

The Team

- Lauren Dethlefs x8876
- Suzanne Connelly x0673
- Ray Gordon x3571
- Jessica Morton x1390
- Melissa Zych x0878
- Vince Perelli (co-facilitator) x 8989
- Dan Hrobak (co-facilitator) x 1987