



STATE OF CONNECTICUT
 DEPARTMENT OF ENVIRONMENTAL PROTECTION
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 Commissioner Amey W. Marrella
<http://www.ct.gov/dep/lean>

Connecticut DEP LEAN Celebration 2010: Transferable Knowledge for Efficient & Effective Government

SUPPORT SERVICES

Requisition and Purchasing Workflow
 Lean III – February 2009, Susan Frechette,
 Graham Stevens, and Bill Evans

DEP Health & Safety Activities
 Lean III – February 2009, Bill Evans

DEP STAFF ARE THE CUSTOMERS

Understanding Customers - Support service groups within the agency have the same customer regardless of the service provided – DEP staff. When providing services to DEP staff, it is important to understand the customers' needs.

Leveraging Institutional Knowledge - The DEP Health & Safety Advisory Board was established, as a recommendation of a LEAN event with a goal of providing better services to the customer by connecting DEP staff with the service provider. This Board has been working with the Health and Safety Office to provide guidance, recommendations, training, and other safety and health related assistance to all employees that take into account the needs of all of the agency's staff.

Educating the Customers - If the customer understands the process, it is more likely that requests for services will be complete and expectations will be in line with capabilities.

IMPROVE COMMUNICATION BETWEEN THE CUSTOMER AND THE SERVICE PROVIDER

Defining Roles & Scope - It is critical that the customer and the service provider understand their roles, responsibilities, and the extent of services that can be provided.

Plan/Do/Check/Act - Communication and feedback is critical to ensure that the services are provided quickly and effectively. Scheduling a regular meeting to discuss topics will provide an opportunity for feedback.

Establishing deadlines - Service providers should inform customers of the time frames within which a particular service will be provided and the customer needs to be responsive, in a timely manner, to requests from the service provider.

Leveraging Technology - The intranet is an effective tool for posting forms, standard operating procedures and information needed by the customer and the service provider. Making this information readily available will eliminate confusion and duplication of efforts.

STANDARDIZE WHERE POSSIBLE

Making Routine Work Standards - Standardized communications can be used to provide consistent information to all involved parties.

Sharing Formats - While different business units have different needs, services can be provided more effectively if standardized forms are utilized. These forms can be created to account for specific needs of all business units.

Remaining Flexible - Technology such as e-mail and web-based materials can be utilized to standardize requests, communications, and disseminate consistent information. Technology also has the capability of increasing the speed in which services are provided. However, standardized systems should be able to adapt for those that don't have access to technology.

Managing Expectations - Providing information to the business units regarding the standard green commodities that are available for purchase, and standard contract services that can be provided, will reduce the time spent by the customer and the service provider selecting and procuring items.

Results: Health & Safety Activities

- Improved existing database and increased training coordinators by 23%
- Developed the standard Job Hazard Analysis (JHA) form for all DEP Employees
- 20% of staff have completed JHA forms – all staff will finish JHA forms by January 2011
- Initiating the use of a Learning Management System to deliver and track training for all employees – shared system with over 20 agencies
- Established Safety & Health Advisory Board with representatives from all units of the agency to assist Safety & Health Office
- Reduced the sampling of water supplies by 53% without risking public health

Results: Requisition and Purchasing Workflow

- Increased number of requesters in the DEP by 12%
- Developed standard operating procedures for e-mailing requests for goods and services to Requesters
- Standard training provided for Requesters and Approvers
- Revised the on-line requisition form and placed additional information & instructions on DEP's Intranet
- Increased direct shipping of goods to the major field offices