



A Lean Approach to Increase Efficiency and Effectiveness



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Brad Hollingsworth, PE, Assistant Director

David Branch, Superintendent

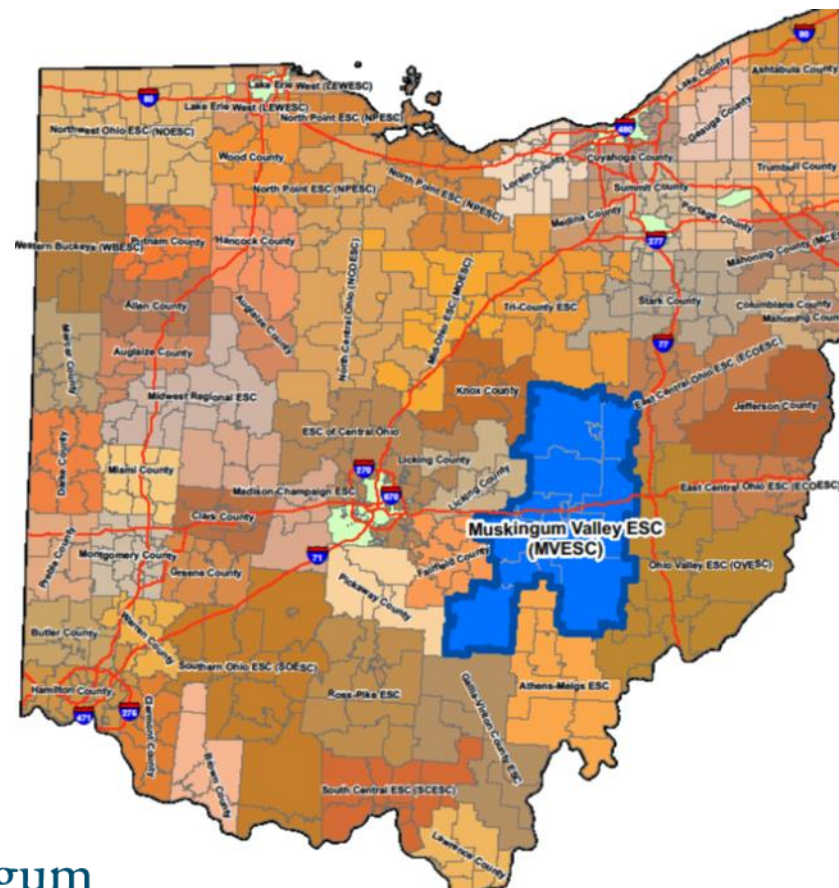
Michael L Fuller, PhD, Director



About Us



- Population diversity
 - Rural, Small Town, & Urban
 - Student Poverty: *High* & Low
- Services include Pupil and Instructional Support Services as well as Special Instruction
- Geographic region
- We make connections to create services that contribute to learning
 - We help students learn
 - We help teachers teach



Why Efficiency and Effectiveness?



- Primarily fee for service funding model
- Coordinating services across geographic region
- Consistently growing needs to support students and teachers
- Redirect resources toward our mission



Process Improvement



- Methodology
 - Lean: Eliminate non value added activities and waste¹
 - Six Sigma: Increase performance and reduce variation²
- Focus = Operations & “Back Office” processes
- State and Local Examples
 - [LeanOhio](#)
 - [Flagstaff](#), [Louisville](#), [Washington](#), [Wisconsin](#)



Our Growing Commitment



- 2012 Yellow Belt “Awareness” Training
- 3 Certified Black Belts
- LeanOhio Boot Camp – Certified Training Partner
 - Over 250 participants in two years
 - 56 MVEESC staff members completed



SEORSSC
*Southeast Ohio Regional Shared
Services Collaborative*



Project Proposals



Lean Project Proposal

First Name:

Last Name:

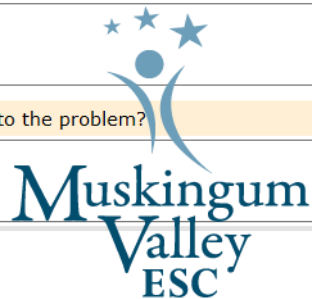
What is the problem or challenge (brief summary)?

Explain the current state process in terms of steps (5 to 7 high level steps is sufficient). What actually happens?

When does this occur (daily, weekly, preparation for every board meeting, monthly billing, etc...)?

What are the potential benefits if this process is improved?

What is the root cause of the problem? Is there an obvious or clear solution to the problem?



Process Improvement Council



- Purpose
 - Strategic guidance
 - Project selection
 - Resource allocation
 - Review project outcomes
- Members – 6
- Monthly



Project List



PROJECT TITLE	PROBLEM STATEMENT	ROOT CAUSE KNOWN	PROJECT TYPE	TEAM LEAD	STAKE HOLDERS	STATUS	DATE LAST UPDATED	STUDENT ACHIEVEMENT	FINANCES	EMPLOYEES	ORGANIZATIONAL EXCELLENCE	CUSTOMER
21st Century hiring & payroll	The process for hiring and paying 21st Century staff takes up too much MVESC staff time and discourages teachers from participating in the program	No	Lean Routine	Black Belt	21st Century and 5 member districts	Improve Phase	11/10/2016		X	X	X	X
Reduce Technology Help Desk tickets	Technology staff at ESCs and school districts spend 60% of their time resolving help desk issues.	No	Lean Routine	Black Belt	MVESC wide & Member Districts	In Progress	11/10/2016		X		X	
Contract Database Revisions & Enhancements			Database Application	Black Belt	MVESC wide	Improve Phase	11/10/2016		X	X	X	
Improve compliance and reduce time spent on OT documentation	OTs & COTAs document their direct service and clinical notes in multiple systems.	No	Lean Six Sigma - OU ISE Senior Design project	Black Belt	Student Services	Proposed	11/10/2016		X		X	

Key Takeaways



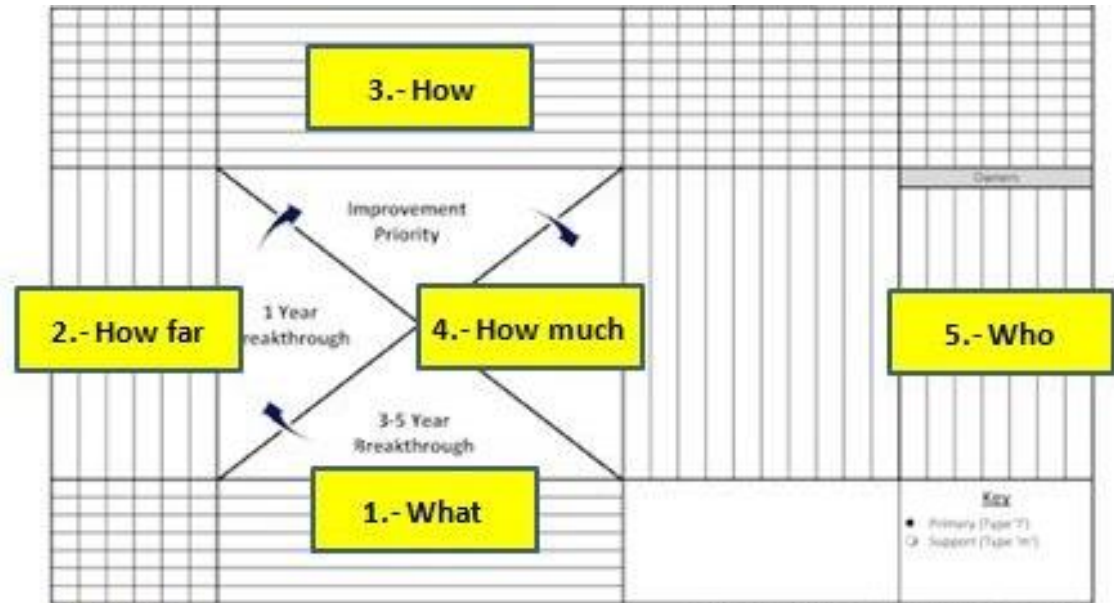
- Training alone does not create systematic efficiency and effectiveness
- Limited resources to lead and complete projects
- Organized, structured approach coordinated with organization strategy



Future: Hoshin Planning



- Strategic
- Objectives aligned with direction
- Plans for achieving objectives
- Metrics and resource management for plans



Appendix



1. American Society for Quality: <http://asq.org/learn-about-quality/lean/overview/overview.html>
2. American Society for Quality: <http://asq.org/learn-about-quality/six-sigma/overview/overview.html>

