

# STRATEGIC LEAN PROJECT REPORT

FOR THE JULY 1 THROUGH DECEMBER 31, 2016 REPORTING PERIOD

## I. General Information:

Lead agency name: Liquor and Cannabis Board

**Improvement project title: Customer Status on Procurements**

**Date improvement project was initiated: 11/16/2015**

**Project type: New Project**

**Project is directly connected to:**

Results Washington performance measure

Agency Strategic Plan

Other

**If applicable, specify the alignment:**

Voice of the customer

**Report reviewed and approved by: Jim Morgan**

## II. Project Summary:

The Liquor and Cannabis Board improved quality of customer status updates, resulting in reduced time spent updating the customer

## III. Project Details:

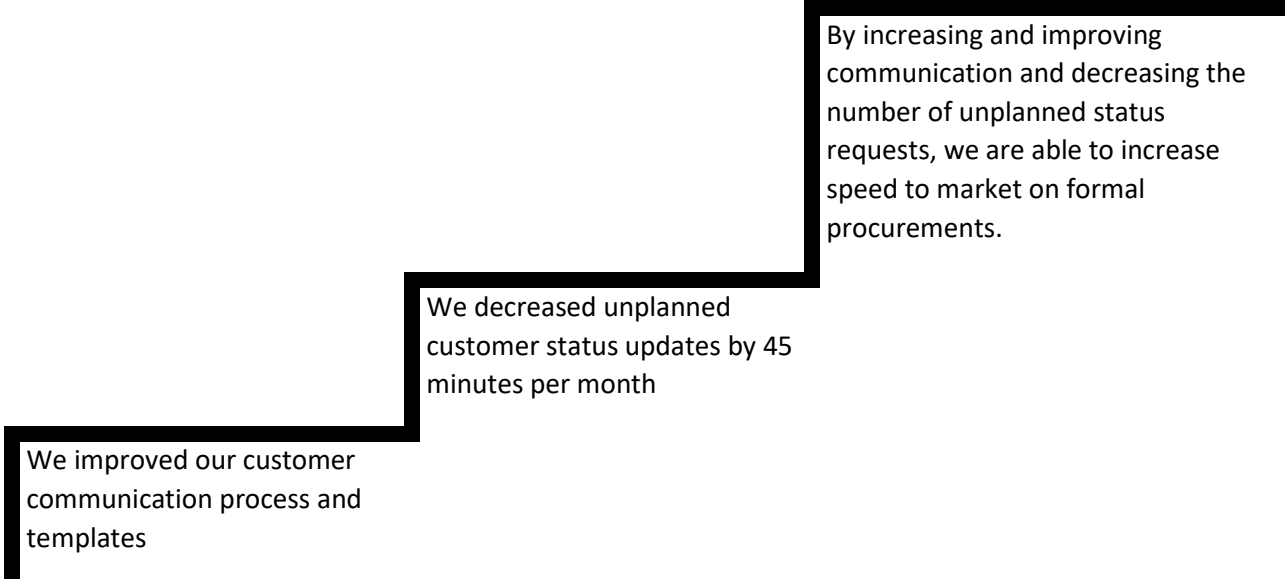
**Identify the problem:** The program is spending over 150 minutes per month on unplanned customer status updates.

**Problem statement:** Contracts: Currently we are spending 25 minutes a month on unplanned status updates for contracts, compared to our target of 12 minutes a month, which we want to reach by December 31, 2016.  
Facilities: Currently we are spending 125 minutes a month on unplanned status updates for facilities, compared to our target of 62 minutes a month, which we want to reach by December 31, 2016.

**Improvement description:** After completing analysis and root cause, we found that the status updates we were providing were not sufficient for the customer. We improved the quality of the initial communication, developed customer expectations and shared the developed milestone communication points. In addition, the program implemented face-to-face consults for formal procurements to ensure initial communication was meaningful to the customer and allowed them to feel heard within the first week of their request.

**Customer involvement:** During development of template communications, several customers were asked to review the changes and provide input. A tutorial PowerPoint presentation was created and sent to customers showing the process and how to self-help if they desired.

## IV. Impact to Washingtonians:



**V. Project Details:**

<b>Improved process as measured by:</b> <i>(Click those that apply)</i>	<b>Specific results achieved:</b> <i>(Complete the narrative boxes below)</i>	<b>Total Impact:</b> <i>(Actuals; Current Reporting Period)</i>	<b>Results status:</b>
<input checked="" type="checkbox"/> <b>Time</b>	<p>Decreased unplanned customer status updates <b>from</b> 150 minutes per month <b>to</b> 105 minutes per month.</p> <p>Increased time between unplanned customer status updates from 7 days to 14 days</p> <p>Decreased number of repeat unplanned customer status updates from 2 to 1.</p>	<p>10/16-12/16</p>	<p>Preliminary</p>

**VI. Contact information:**

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**VII. Optional Visuals:**

