

Ohio Business Expo 2016

Strengthening Public-Private Partnerships



April 19, 2016
Auditorium
Ohio History Center



OhioDAS
Service · Support · Solutions

Ohio | Development
Services Agency

INTRODUCTIONS



LEAN OHIO





What is LeanOhio?

- Office within the Department of Administrative Services
- Work with all state agencies, boards, and commissions
- Trained by Cintas and Parker Hannifin in Lean Six Sigma (Process Improvement)

“Making government in Ohio simpler, faster, better, and less costly.”



Events



Certification



Training

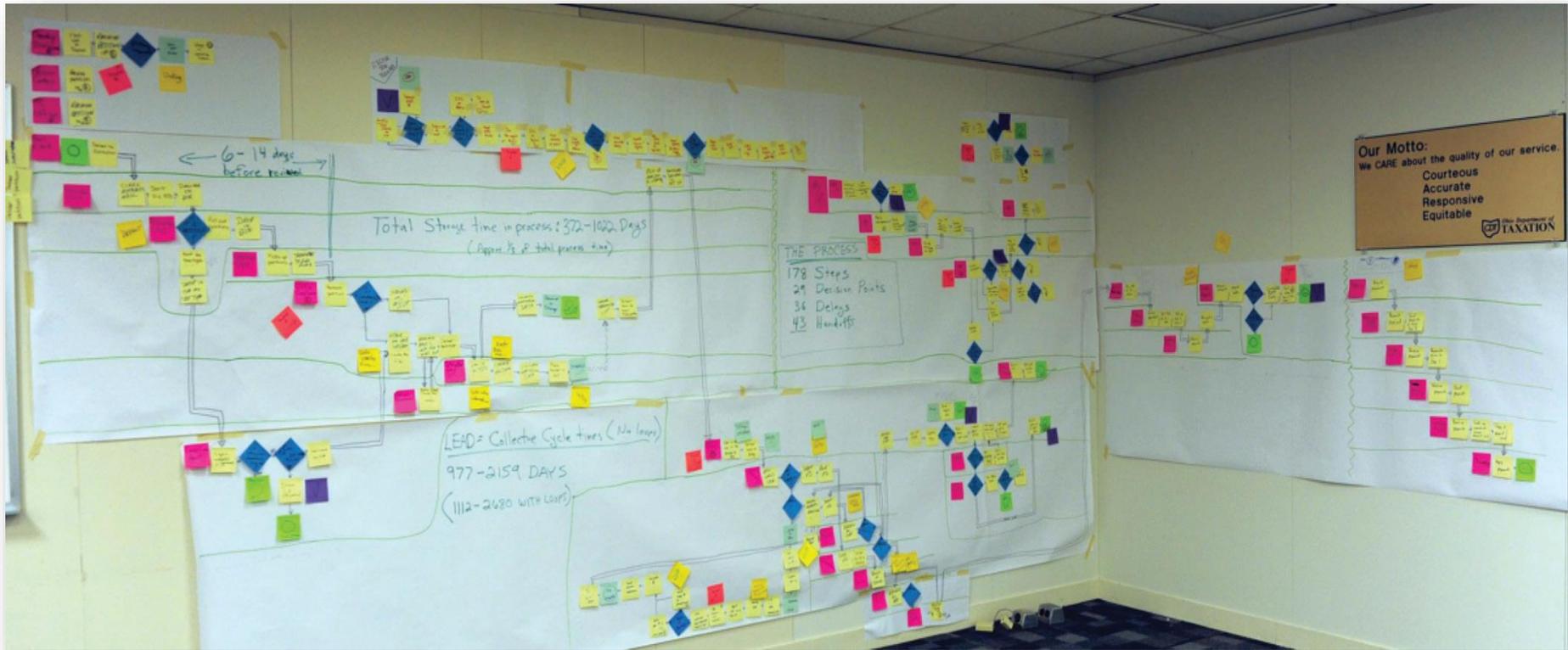


Data Analysis

EXAMPLES OF IMPROVEMENT IN GOVERNMENT



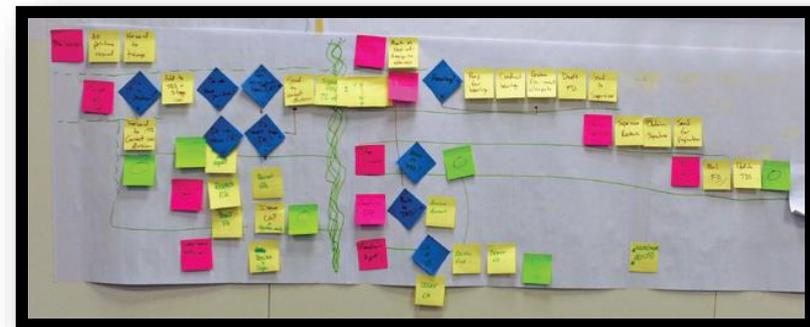
Taxation – Tax Appeal Process



Current State = 143 steps, 4 entry points

Future State = 96 steps, 1 entry point

Process time reduced from 32 months
to as few as 7 - 20 days



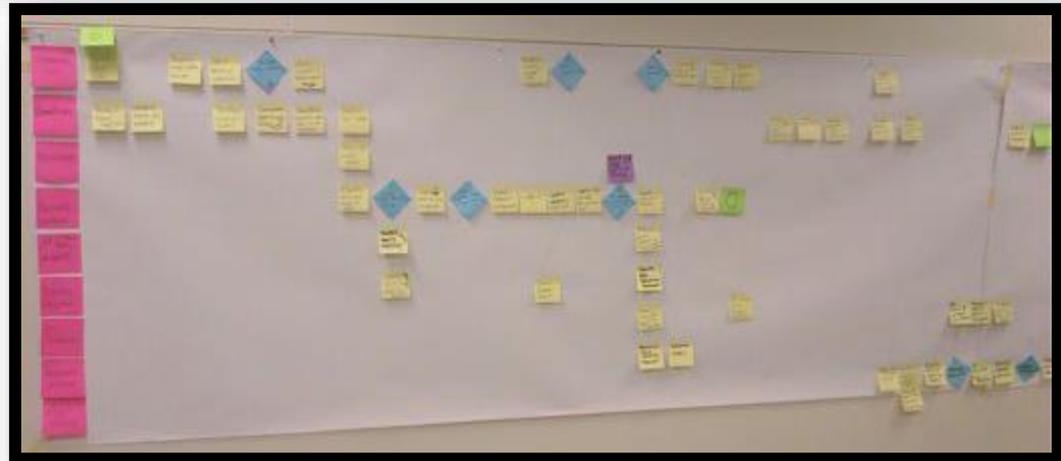
ODOT – Aviation Registration Process



Current State = 129 steps, 13 decisions, 7 delays, 24 handoffs

Future State = 51 steps, 9 decisions, 18 handoffs, 0 delays

Process time reduced from 275 to 11 days





1 VIEW

**MISSION
ACCOMPLISHED**

1 MEAL



ENTREPRENEUR-IN- RESIDENCE PROGRAM





EIR Background

- House Bill 218
- Strengthen the connection between small business and state government
- One year pilot with LeanOhio



Benefits to Entrepreneur

- Lean Six Sigma Green Belt certification
- Improved understanding of government programs, processes, and resources
- An opportunity to work on some of the most pressing challenges facing small businesses
- Insight into government and access to an extensive network of Lean practitioners



Benefits to Company

- Exposure to multiple state agencies
- Increased employee leadership and Lean Six Sigma skills
- Reputation for developing employees and making an innovative contribution to the small business community
- Ability to share knowledge gathered from this experience with other small business professionals



Benefits to Government

- Shared best practices between private and public sector
- Different perspective to problem-solving
- In-house Voice of the Customer (VOC)
- Access to private-sector resources
- Opportunity to explore innovative solutions to government challenges and achieve significant measurable improvements

VOICE OF THE CUSTOMER

Brainstorming Improvement Ideas





What's Next for EIR?

lean.ohio.gov/eir

- Aug 2016 - Review recommendations
- Oct 2016 - Begin accepting applications
- Nov 2016 - Complete selection process
- Jan 2017 - Begin year 2 of EIR program



Questions

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