




# Washington State Department of Enterprise Services Results

 **8** Million  
In Cost Avoidance

**Real Estate Services Lease Renewal process:** Reduced lease backlog of expired leases by 82% (from 127 to 23); negotiated from stronger position achieving \$8 million in cost avoidance.

  
**73%** ↓  
Time to Complete  
Work Orders

DES Delivers  
What you need  
How you need it  
When you need it



**Buildings and Grounds Process for Building Improvement Requests from Tenants:**  
Decreased the time from submitting a work order to completing the job from 41 weeks to 11 weeks.

 **2 Hours per WEEK Saved**

**Facilities Custodial Supply Ordering:** Increased the percentage of items within established min/max levels by 141%; saved two hours per week previously spent moving supplies.

Inquiries  
**Decreased**



**Risk Management's Annual Property Insurance Renewal Process:** Decreased phone inquiries from 810 calls to 9 and email inquiries from 350 emails to 7; reduced payment time from an average of 33 days to 12 days (data collected over 2 calendar years).

  
**91%** ↓  
Time to Process  
Governor Alerts

**Communications Governor's Alert and Highpoints Review Process:** The time to review Communication Alerts and Highpoints decreased from 2 days down to 4 hours.



Creating Great Culture  
Demonstrating Great Results



Washington State Department of  
**Enterprise Services**  
Lean Transformation Services



[www.des.wa.gov](http://www.des.wa.gov)



[Lean@des.wa.gov](mailto:Lean@des.wa.gov)



(360) 407-7925

1500 Jefferson Street SE, Olympia, WA 98501



**Learning Solutions Training Vendor Invoice Payment Process:** The process to pay training vendor invoices decreased from 30+ days to less than 10 days.



**CMS:** The placement of the FedEx station disrupted the flow of mail being received, and mail being shipped out. Also the way the station was positioned in the room caused the employee to lift and move packages across the room in order to process them. The solution was to move the FedEx station to the other side of and within a few feet of the rollers where the packages are received. We also installed a longer cord for our scanning gun and in turn can now scan our express packages without moving them off the rollers.



**Finance Vendor Registration Process:** Reduced the amount of records with identified issues by 78.9% and reduced process by 5 working days.



**Facilities Work Order Processing:** Improved communication to customers from 37% to 100% and improved completion of work order process from 50% to 95%.



**Risk Management DOT Claims Processing:** Increased claim coding accuracy to 90%; reduced payment request errors by 73%; reduced the time to pull payment information for audit by 88%; reduced claim reserve wait time by 74%; increased claims resolved within 60 days by 20%; reduced claims scanning process time by 75%, streamlining processes and leveraging improved scanner functions.



**Public Works and Energy Contracting:** Reduced review and approval time of inter-agency agreements for energy contracts by 20 days.



**Core and Data Networks Billing process:** Reduced rework for infra tickets by 35%; reduced number of quality control checks and built quality into process; eliminated duplicate info on tickets (eliminating work for both agencies); expedited one time charges from vendors by more than 50%. Prompt billing eliminates confusion and reduces inquiries, recovering five days of staff time per month.



**Consolidated Mail Services Mail Equipment Purchasing process:** Decreased the mail equipment review process from 19 days for all without categories to 5 days for small, 10 days for medium and 20 days for large. Increased the productivity of the uncontested review process from one uncontested review per month to twelve uncontested reviews per month.



**HR Evaluation and Report process:** Reduced the time it takes to create monthly PDP Evaluation Reports by 5 hours (from 7.5 hours per month to 2.5 hours per month; a 67% reduction).



**CMS inventory reconciliation process:** Reduced the time required for inventory from 16 hours to 5 hours (69%); reduced the number of stocking location adjustments from 325 to 75 (77%); reduced the number of inventory errors from 18 to 4 per year (78%).



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