

Contract Name:	Procurement Management Process
Client:	Government Agency
Period of Performance:	9/29/08 - 9/28/09
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Service Offering:	Lean Transformation/SharePoint
Opportunity:	The Procurement Management Division provides management and support for all field office procurements. All processes in this office are manual causing errors, inconsistency and delays. The procurement process is paper intensive and includes many signature/approvals. There are 13 employees reporting to one supervisor causing a dis-jointed process. There is no consistency among areas or procurement lead times. The lead time for this process ranged from 3 months to 1 year.
Goal:	To document the current state, identify opportunities for improvement, develop a future state process and standardize procedures to process procurement packages. Implement document workflow solutions utilizing SharePoint to automate the procurement process.
Process:	We ran a series of Value Stream Mapping Events (5) at headquarters along with the process owners and field office representatives. We mapped the current state, identified opportunities for improvement and developed a future state with an implementation plan that included planned Kaizen events (15). Key metrics identified were process times, lead times, number of resources, number of signature/approvals and percent of first time accuracy.
Solution:	We carried out a series of Kaizen events to implement changes identified in the Future State. The events focused on standardizing procedures, eliminating obsolete forms, reducing the number of signature/approvals, eliminating data errors, and identifying process requirements for the SharePoint workflow automated system. We also conducted (2) Dry-Run events to validate the new process workflow sequence, quality and processing times.
Results:	Lead-times reduced by 55%, Processing times reduced by 25%, Percent of First Time Accuracy increased to 100% by automating process, Reduced number of Signature Approvals from 30 to 7 and Customer Satisfaction rose to 100%.