

## Project Details

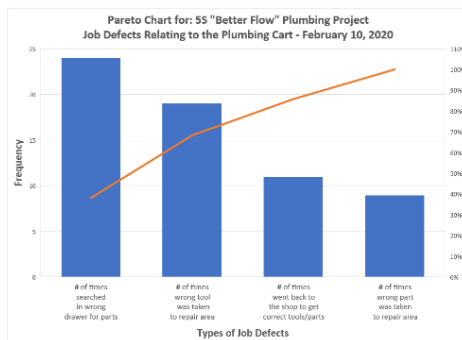
<b>Organization/SDO</b>	Eden Mental Health Centre	<b>Site/Program</b>	EMHC / Maintenance
<b>Project Description (7 words max)</b>	5S Plumbing Project: "Better Flow"	<b>Project Facilitator/Belt Level</b>	Niko Thiessen / Yellow Belt Dave Condo / Yellow Belt
<b>Project Sponsor</b>	Kym Kaufmann	<b>Project Team Members</b>	Christine Tuan (Green Belt Mentor) Ed Wolfe Ed Stecker Brian Prockert Henrietta Hiebert
<b>Project Start Date</b>	December 17, 2019	<b>Project End Date</b>	March 24, 2020

## Problem Statement

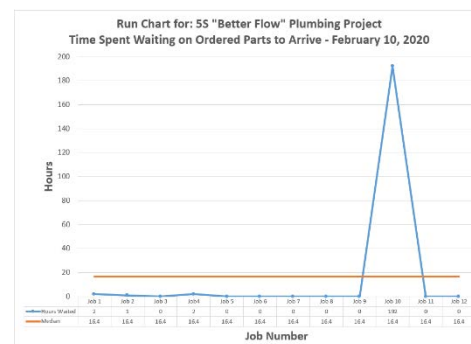
**Our current process with plumbing supplies is broken due to the lack of organization, multiple storage locations, improper labelling, and a mix of old and new parts. This is causing chaos and frustration, leading to a waste of time and money, thereby impacting overall patient care and staff ability to work productively.**

## Current State Analysis – current process, pre-change data

After we collected data, we came up with our Pareto Chart:



We also came up with a Run Chart:



In our Pareto Chart, we noticed that our highest defect was searching in a wrong drawer for parts. We determined this would be a good focal point our aim statement to reduce/eliminate this defect.

In our Run Chart, we identified that for the majority of the time, the time spent waiting on parts was generally pretty minimal except for one outlier where it took about a week for a part to come in. We determined that this happens so seldomly and it was not a regular occurring issue, therefor not requiring our attention.

## Project Aim – what you plan on achieving and by when

**By March 31, 2020, we aim to have a 100% comliancy rate in searching for correct plumbing parts for repair(s).**

## Implementation Plan

	<b>PDSA – Brief Description</b>	<b>Implementation Date</b>
1	Purchase and assemble bin storage unit for plumbing parts	March 4, 2020
2	Create inventory list and label storage bins with part numbers	March 6, 2020
3	Fill new bins with parts that aligns with our new inventory list	March 6, 2020

**Project Outcomes** – improvements achieved, post-change data, saving summary, potential for spread and/or continued PDSA work

**Post-change Data:**

We have currently gone through our inventory and found that we had 411 individual groups of parts. After sorting, we Red Tagged 17 parts, discarded 340 parts of obsolete/unusable parts, and kept 54 parts for our inventory. We are planning on updating our inventory list, while determining what other parts we need to add to the inventory. We are also looking to purchase a new storage cabinet and bins unit that will clearly identify what parts we have using visual management and error proofing.

We will reconvene once the storage cabinet and bins have arrived to assemble the cabinet and label each bin accordingly. That date will be determined on when the cabinet and bins arrive.

**Improvements/Changes Noted:**

Savings Summary (report as applicable)		
Indicator	Example	
Cost Savings	3.975 working days saved each year	The average number of hours worked on plumbing repairs before changes made was 71.4 hrs/year. The average number of hours worked on plumbing repairs after changes made came to 39.6 hrs/year. This translates into 31.8 hours or 3.975 working days saved per year.
Streamlined Parts	Consolidated all plumbing parts orders	All plumbing parts will now be ordered through one supplier.
Inventory	Created inventory sheets	Standardized the use and purchase of parts to keep a strict inventory and reduces the amount of time we need to source/order parts.
Opportunities	Opportunity for expansion	Intentionally ordered large cabinet for parts with the idea of integrating the electrical and H-VAC inventory parts into the remaining space of the cabinet.

**Controls Utilized** – type of change and description put into place to sustain PDSA improvement

- Fundamental Change** – The original amount of parts within the cart was 411 and was located in various unmarked drawers. These parts have been streamlined down to 54. We also have a new tally sheet to account for any parts taken out of inventory to be replenished monthly.
- Error Proofing** – All of our parts have been put into numbered, labelled bins. These numbers coincide with the new inventory sheet describing their location in the cabinet as well as the par level that they should be at.
- Visual** - When the new cabinet is opened, all labelled bins are now in plain sight, eliminating the need to try and search through unorganized drawers, therefore making it easier to locate parts needed for repair.
- Standardized Work** - With having the new inventory lists that identify what part is in what bin as well as what par level each item should be at, this standardizes the process for storing each item in its proper place as well as how we go about ordering each item once a month – rather than frequently throughout the month.
- Audit** - Each month, either Niko or Ed will conduct a 5 Minute 5S Audit to ensure that the “Perfect State” picture matches the current state of the cabinet. Sign-off sheets are posted beside the “Perfect State” picture.
- Checklist** - There are new laminated checklists within the cabinet to fill out every time a part is taken out for repair.

**Spread Plan** – how will you spread the improvements to other areas/programs

	Changes to be Implemented
1	Niko will engage a team to 5S the electrical department similar to what was done for “Better Flow”. This will be a natural spread as a portion of the cabinet bins were designated for electrical use.
2	Niko & Dave will share their A3 Report and education on the 8 Wastes and explore spread with other Eden Health Care Services Maintenance staff.
3	Dave to present the Lean project and 8 Wastes to Housing & Support Managers in effort to encourage buy-in for future Lean projects.