

Project Details

Organization	Southern Health	Facility	Carman Home Care
Project Name	Lean Mean Ordering Machine	Project Facilitator/Belt Level	Brad Street/Green
Project Sponsor	Cheryl Harrison	Project Team	M. Dyck, C. Reimer, D. Mcguire, T. Worms, M. Wilkinson
Project Start Date	August 9, 2012	Project End Date	

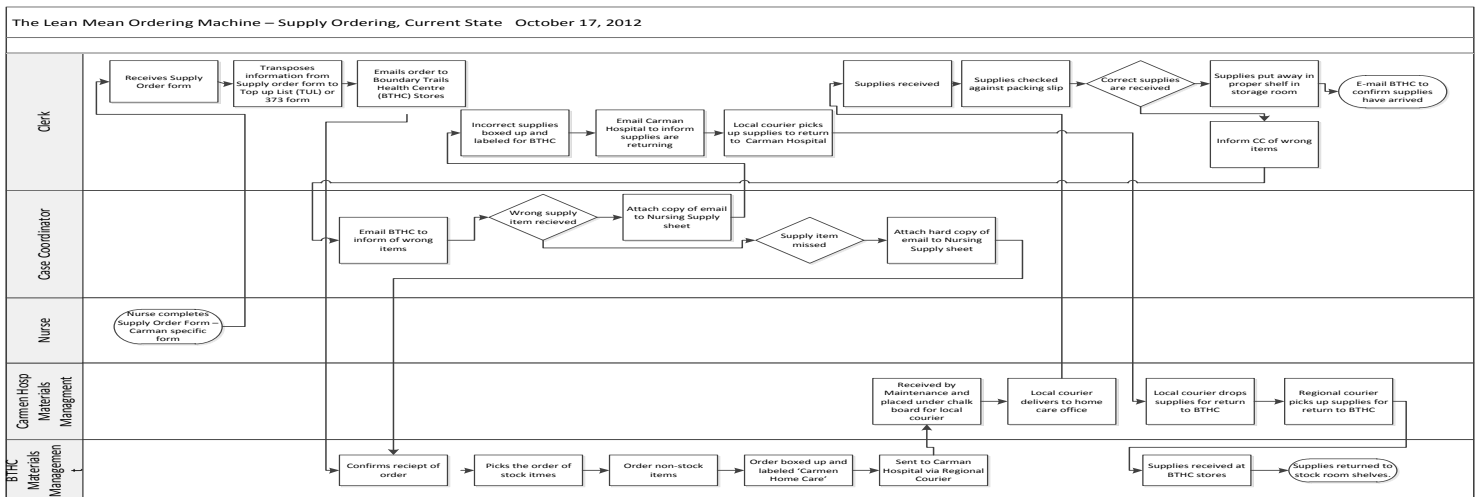
Problem Statement

The current process of supply management frustrates staff by not being able to provide efficient services to client needs. RN's felt that they did not have timely access to the right supplies and supplies were being wasted due to overstocking.

Current State Analysis - What's the Data Story?

The current state map revealed numerous steps and too many people involved in the process. Data collected during the measure phase supported that the process to order supplies was stable, the team felt that they could decrease cycle time with some changes.

During GEBA walks, it was evident that the storage area of supplies was unorganized leading to difficulty knowing what stock was on hand and subsequent overstocking.



Project Aim

The process of supply management will efficiently and effectively meet client and staff needs. A 'future state' flow chart will be created to assist in outlining required changes.

Implementation Plan

	PDSA – Brief Description	Implementation Date
1	5S of the Storage room	
2	Red Tag process storage room	
3	Kanban card system for ordering of the supplies	

Controls Utilized

<input type="checkbox"/> Fundamental Change	
<input checked="" type="checkbox"/> Error Proofing	Minimum re-order amounts and SKU pre-entered on standardized order form
<input checked="" type="checkbox"/> Visual Control	Bins in Cabinets, Kan Ban Posters
<input checked="" type="checkbox"/> Standard Work	Kan Ban Card ordering system
<input type="checkbox"/> Training	
<input checked="" type="checkbox"/> Continue to Measure	5 minute 5S
<input type="checkbox"/> Audit	
<input type="checkbox"/> Checklist	
<input type="checkbox"/> Policy & Procedure	
<input type="checkbox"/> Written Sign	

Outcomes – Qualitative and Quantitative Outcomes

Cycle time for ordering was decreased by 59%, cycle time for RN to bundle supplies decreased by 34%, able to remove the RN from the ordering process and decreased overstock by \$3831, or approximately 15.5% of the annual budget.

The previous use of space for storage and shared offices made it difficult to have readily available space for meetings and education sessions. Since the changes, staff have had designated space for team meetings without interruptions of the phone or client families.