

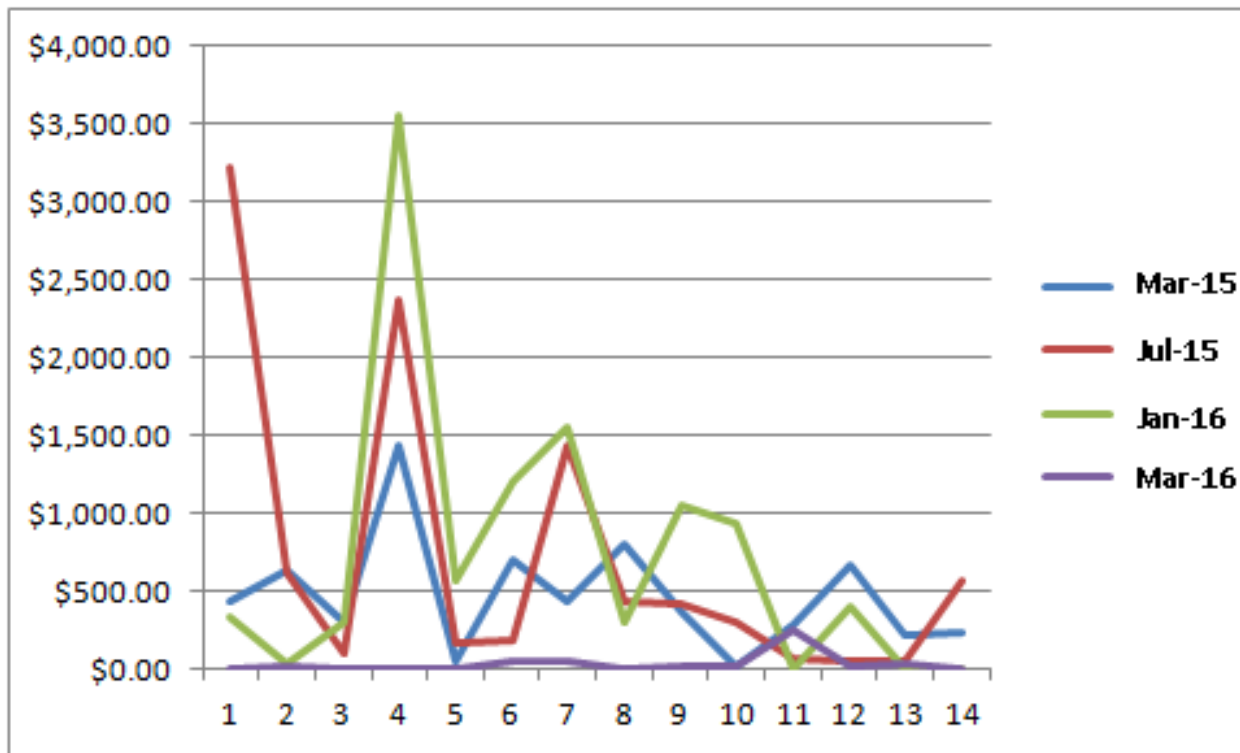
Organization	Southern Health-Santé Sud	Facility	Portage District General Hospital
Project Name	The Lean Mean Problem Solving Team	Project Facilitator/Belt Level	Matt Wilkinson/Yellow Belt
Project Sponsor	Kristy Radke	Project Team	Leonardo Ardiles, Steven Preston, Susan Chambers, Wanda Marsh and Val Bates
Project Start Date	February 22, 2016	Project End Date	June 21, 2016

Problem Statement

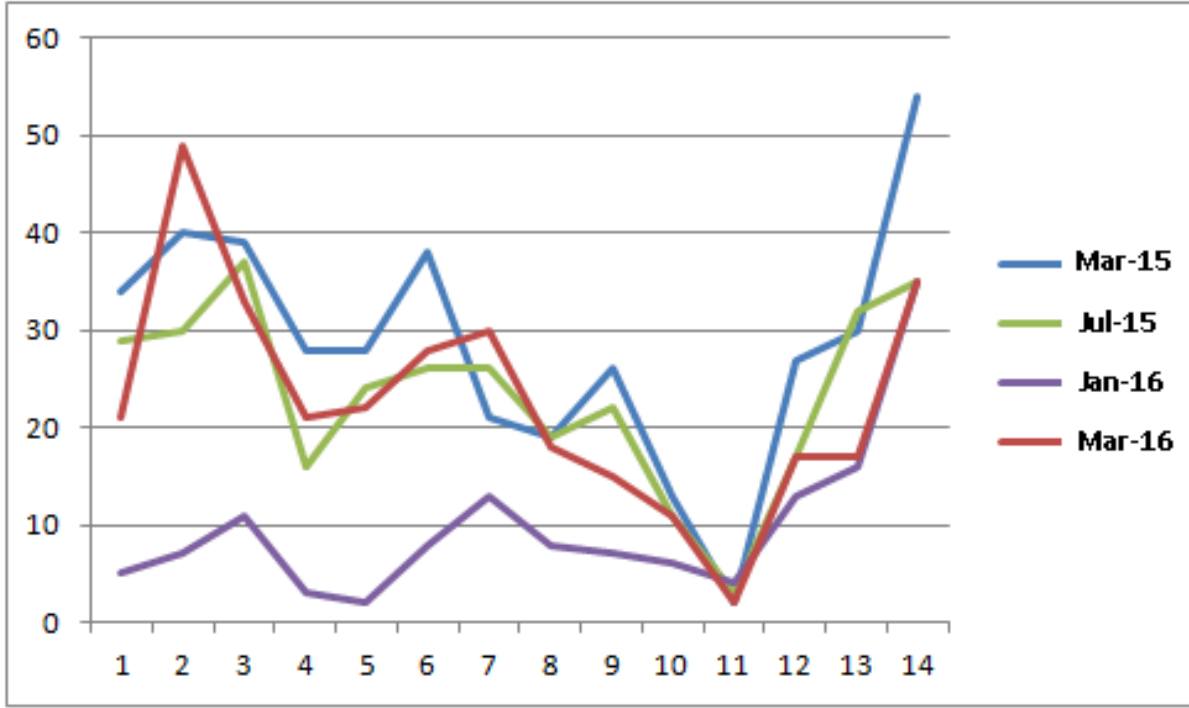
Insufficient communication and space challenges lead to extra processing and inventory issues, which causes loss of productivity and frustration for customers and staff

Current State Analysis - What's the Data Story?

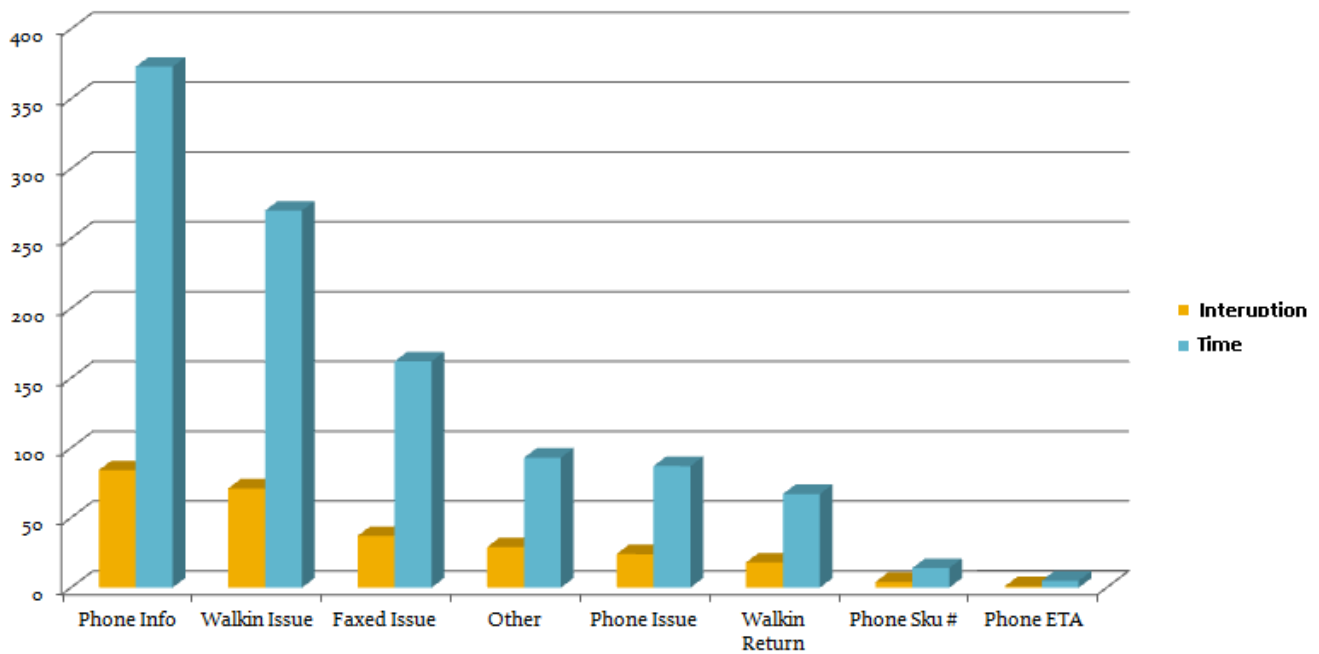
Cycle Count \$ Variance



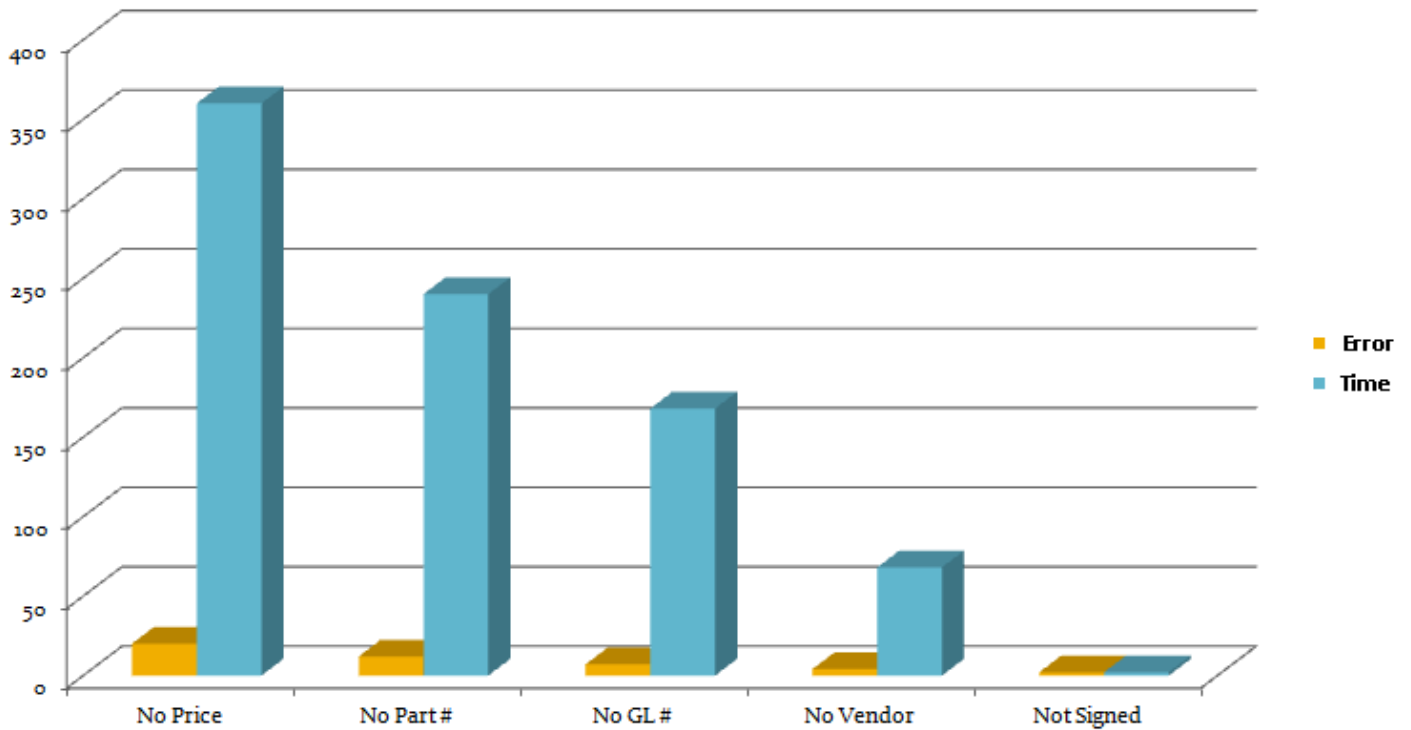
Cycle Count Number of Items



Interruptions



Purchase Requisitions



Project Aim

- Decrease the waiting time for a complete requisition and the number of errors by 50%.
- Decrease the number of time dealing with unnecessary interruptions by 50%.
- Reduce the number of calls staff has to make to obtain Vendor Confirmations by 50%.
- Reduce the cycle count variance by 50%.

Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Send Memo to Director of Health Services and Client Service Managers regarding closing the department operations from 8am until 1pm and defining the correct ordering process.	May 27, 2016
2	Send Memo to Director of Health Services and Client Service Managers regarding how to access the stores area out of hours and book inventory out correctly.	May 27, 2016

A3 Report

Prepared by:

3	Provide education on Request For Information Process and filling in a Purchase Requisition Form correctly.	May 30, 2016
4	Send Memo to Vendors regarding confirmations	May 31,2016

Controls Utilized

<input type="checkbox"/> Fundamental Change	
<input type="checkbox"/> Error Proofing	
<input type="checkbox"/> Visual Control	
<input type="checkbox"/> Standard Work	
<input type="checkbox"/> Training	
<input type="checkbox"/> Continue to Measure	
<input type="checkbox"/> Audit	
<input type="checkbox"/> Checklist	
<input type="checkbox"/> Policy & Procedure	
<input type="checkbox"/> Written Sign	

Outcomes – Qualitative and Quantitative Outcomes