



# Project Results from Lean Efforts

## Drinking Water State Revolving Fund Contracts Processing

Departments of Health and Commerce, and Public Works Board



### Problem

- There have been several new federal requirements and changes to the drinking water state revolving fund contracts program over the past few years. Implementation of these changes could affect the programs efficiency.
- Customers complain about some of the requirements and how much time it takes to get their contracts.
- There is a possible huge influx of money this year.
- Agency roles aren't always clear, particularly around technical assistance provided.

### Causes

Multiple handoffs, rework loops, incomplete information.

### Solutions

About 75 recommendations (kaizen bursts) were identified as ways to streamline and improve the program. The group decided to focus on the following areas in the first 90 days.

- Reduce the amount of time needed for the Department of Health to process and score Drinking Water State Revolving Fund applications.
- Move the responsibility for development of the contract scope of work and a project's readiness to proceed assessment from the Public Works Board to the Department of Health.
- Reduce the amount of time from the preliminary draft loan list to contract execution.

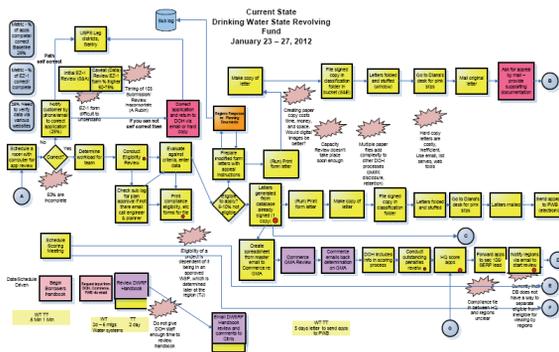
### Results

On June 1<sup>st</sup> and August 3<sup>rd</sup> the Public Works Board approved the lists of 52 low risk and high risk loan recipients. The department collected pertinent information and approved scopes of work for these projects.

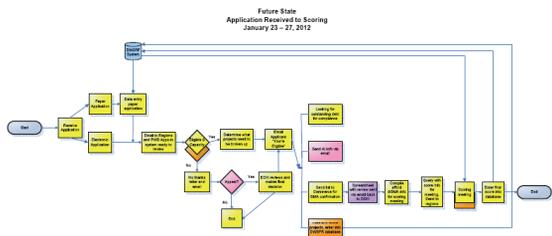
Scope development and approval were completed two months sooner than last year. Just over \$84 million in construction funds are ready to go out this summer.

### Next Steps

The Office of Drinking Water will continue to look for improvements for the upcoming years.



Map of the Process Before Lean Implementing



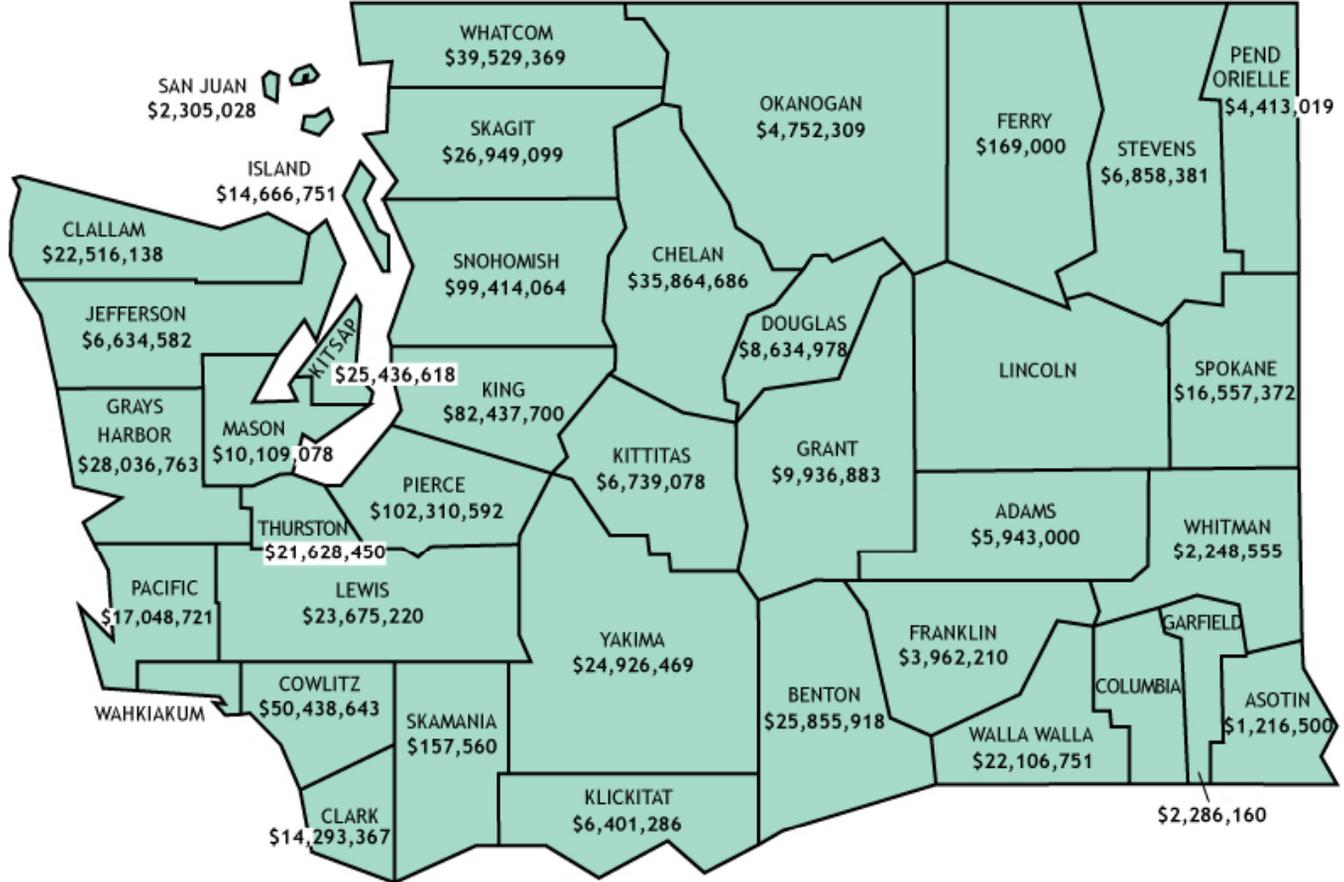
Map of the Process After Lean Implementation

Lean Methods Used:

Value Stream Mapping, Risk Analysis

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## DWSRF 1997-2012

In 2012, we received 105 applications requesting more than \$218 million. We reviewed and ranked all the applications by public health risk, and based supplemental subsidy designations on each water system's median household income and affordability index. This map includes all DWSRF loans awarded from the program's inception in 1997 through 2012.

For more information about the DWSRF Program and a list of 2012 projects, go to <http://www.doh.wa.gov/> and search for "dwsrf" on our website.