

REQUEST FOR DHHS LEAN RAPID IMPROVEMENT EVENT SERVICE

1. Please describe the value stream (process) that the team will be focused on improving (e.g., FNS Intake application process, Application work assignments process). What problem are you trying to solve?
2. What is the first step in this process – the trigger? How do people who perform the first step know to begin work?
3. What is the last step in this process?
4. What are the objectives? Ideally you want to establish goals that are measurable. For example, you want to reduce the amount of time it takes for a FNS application to be processed 10 days to 4 days.
5. What are your goals? Goals are statements of intent that do not contain numbers. For example, reduce lead/total processing time, improve quality, improve productivity, etc.
6. What data can you provide to support your objectives? This data will be used as a baseline to be measured against to determine if you are meeting or moving towards your objective.