

Lean Business Processes in Iowa State Government

1/8/05

Year Tally

2003 1
2004 9
2005 23

Department Tally

DCA 5
DED 2
DHS 1
DNR 15
DOC 1
DPH 1
DPS 3
IBEE 1
ICN 1
IDR 1
IVH 1
IWD 1

Total 33

Dept	Business Process	Old Process	New Process	Date
DCA	Arts Application	Major 10 to 12 weeks	Major 4 to 6 weeks	2005
DCA	Great Places Program Design	Concept	Program designed in 4 days	2005
DED	Client Management System			2005
DNR	Animal Feeding Operations Construction Permits	66 days	36 days	2005
DNR	Land Acquisition: Best Case	2 years	.75 year	2005
DNR	Land Acquisition: Worst Case	22 years	6.3 years	2005

Dept	Business Process	Old Process	New Process	Date
DNR	Legal Services: Administrative Orders	Consent orders, unilateral orders, Attorney General referrals	40% - 90% improvements in lead time reduction	2005
DPS	Private Investigator Licensing	14 days	7 days	2005
IBEE	Teacher Licensing			2005
IVH	Vets Home Medication Administration Unit-to-Pharmacy-to-Unit Lead Time	8 hours	4 hours	2005
IWD	Elevator Inspection (Plan review and Acceptance Inspections)	45.5 73.5 to 103.5	10.25 2.5 to 4.5	2005
DCA	Section 106 Permits	142 steps, 30 delays, 29 hand-offs	74 steps, 8 delays, 11 hand-offs	2004
DNR	Air Quality Complex Permit	214 days	180 days	2004
DNR	Clean Water Construction Project Permits	28 months	4.5 months	2004
DNR	Landfill Permits	187 days	30 days	2004
DNR	Leaking Underground Storage Tanks Corrective Action Decision	1,124 days	90 days	2004
DNR	NPDES (Wastewater)	425 days	15 days	2004
DNR	Sovereign Lands Permits: Environmental Reviews	163 days	86 days	2004
DCA	State Historical Preservation Office: HUD submittals	50% defective	100% complete	2004
DCA	State Historical Preservation Office: Review Comments Turnaround Time	20 days	13 days	2004

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DNR	Air Quality New Source Construction Permit	62 days	6 days	2003
DED	Business Financial Assistance: Review Applications and Develop Recommendations	Improved timeliness, accuracy, consistency and communication of process		2005
DHS	FIP Diversion	Refocused program		2005
DNR	Floodplains Permits	Implemented: <ul style="list-style-type: none"> • Permit redesign • Pre-design meeting & outreach strategy • Database design 		2005
DNR	Manure Management Plans	Incomplete submittals reduced by 50%		2005
DNR	Magazine Redesign	New magazine designed for January '07 launch		2005
DNR	Magazine Production	Allows on-time quality production while meeting day-to-day communication needs		2005
DOC	Offender Re-entry	Implemented: <ul style="list-style-type: none"> • Reception process • Targeted release date • Community Coordinator • Release Coordinator • Re-entry Plan • Communication / Teamwork 		2005
DPH	Board of Medical Examiners Investigative Process	Implemented: <ul style="list-style-type: none"> • Expanded screening process • Medical Advisor on staff • Board review checklist • Investigative game plan • Expanded use of electronic communication / record-keeping / database 		2005
DPS	Life Safety Code (Fire Prevention Inspections)	Reduced the number of widespread or immediate jeopardy deficiencies 15-20%		2005

Dept	Business Process	Old Process	New Process	Date
DPS	Intelligence Analysis		Implemented training to streamline analysis process	2005
ICN	Customer Requests for Voice Services		Implementing: <ul style="list-style-type: none"> • Improved communications • Team approach • Project Manager accountability • Tracking number • Electronic processing/web order entry • Customer feedback 	2005
IDR	Tax Credit Analysis		Implementing: <ul style="list-style-type: none"> • Database design • Tracking credits transferred or issued to pass-through entities • Desired reporting 	2005