

Creating a financially sustainable service: Replacing manually handled paperwork with hand held device to record real time and accurate data

Problem statement:

A State Government Department recorded commercial operators data using manual paper based processes. A high data entry error rate and an excessive delay in information being received from external stakeholders causes excessive chasing for more information, impedes the quality of scientific analysis and consumes too much time and effort of commercial operators to comply with Regulatory reporting.

Goal Statement:

Simplify the recording of commercial operators data. Reduce the error rate of received data. Improve customer experience. Release staffing capacity to reinvest elsewhere in other value creating activity. Reduce the time to process. Release staff capacity from chasing information and double handling. Provide scientists with real time data and increase the breadth and depth of data collection and analysis.

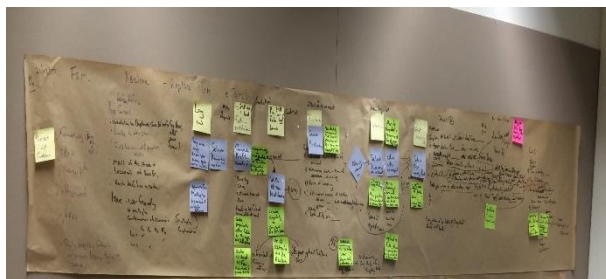
Current process (manual)

Methodology:

- Train a small group in Lean Thinking process improvement. Train the team to see wasted time and effort.
- Map the process, the document, information and communication workflows. Engage stakeholders.
- Redesign the process to be easier and faster to use.
- Developed an Implementation plan to achieved sustained improvement.
- Build internal capability in Lean Thinking methods.



Future process (automated)



Outcome:

- Developed the workflow and User Requirements for the creation of eData real time recording of commercial fisheries data.
- Saving of significant time by eliminating chasing and double handling.
- Reduced processing lead time.
- Improved user experience.
- Created a safer place to work.
- Improved the quality of scientific research data.

"It takes too long..."

Hand held
device



Engage staff to improve the way they work and be more productive