

IOWA PARTNERS *in* EFFICIENCY



— AWARD APPLICATION —



The **Iowa Partners in Efficiency Award** recognizes an individual or work unit within a political subdivision that, through the use of Lean tools and techniques, significantly and measurably increase productivity and promote innovation resulting in the improvement of delivery of public services to the benefit of citizens of Iowa and the private sector.

Return the application to:

ibc@iowabusinesscouncil.org

Iowa Business Council, 100 East Grand Ave, Suite 160, Des Moines, IA 50309 • Phone 515-246-1700

Award applications accepted July 1 - September 30, 2010 • Finalists selected November 5, 2010

Top three finalists will receive an on-site visit as part of the evaluation process

Award made January 31, 2011

1. NOMINATOR'S INFORMATION:

Name of Nominator:	Date Prepared by Nominator:
Name of Team or Work Unit:	
Public Agency/Organization:	Number of people on Improvement Team:
Address:	City:
Telephone Number: () - Ext.	State: Zip:
Mobile:() -	FAX: () -
Email:	

2. NOMINEE'S ACHIEVEMENT TITLE:

Note: The achievement title should be **EIGHT (8)** words or less; it **MUST** begin with an **ACTION VERB** such as "Developed," "Reduced," "Streamlined," etc.; and, it should be understandable to people with no knowledge of your agency's operations.

Activity/Event must have occurred no earlier than July 2007.

Improvements must be implemented and in use for a minimum of 90 days.

3. INFORMATION ON THE ACHIEVEMENT:

a. Written Summary of the Achievement:

Sample:

Snowmobile/ATV Registration & Titling Team

Iowa Department of Natural Resources

The process of registering/titling snowmobiles and ATVs in Iowa had become cumbersome and utilized a system of 99 county recorder databases and one IDNR database – none of which linked together. This led to delays and inefficiencies for customers and the agencies providing services to those customers. Through a kaizen process improvement event, snowmobile and ATV registration and titling information is managed through one database (Electronic Licensing System of Iowa) and information is now immediately accessible to all issuing entities. The new process brings consistency and standardization to the process.

WRITTEN SUMMARY Please draft your response, as formatted above. Do not use program or agency acronyms or abbreviations without explanation.

Who are the stakeholders and how were they involved in the improvement process?

- a. **What type of methodology was leveraged toward achieving the improvement? (Including, but not limited to, Rapid Business Process Improvement, Six Sigma, Kaizen, A3, etc.)**

- b. **When did the improvement activity/event start?** _____

- c. **When did the improvement activity/event end?** _____

- d. **When was the improvement implemented?** _____

4. MEASURABLE RESULTS (check all that apply):

Net Value Added:

Cost Savings: Annual \$ _____ One-time \$ _____

Revenue Increase: Annual \$ _____ One-time \$ _____

Labor Efficiency: (Redeployed or freed up resources) _____

Quality Improvements (define): _____

Other: _____

MEASURABLE RESULTS	BEFORE	AFTER	% IMPROVEMENT
Lead Time			
Process Steps			
Handoffs			
Delays			
Rework Loops			

5. SIGNIFICANCE OF THE ACHIEVEMENT:

All achievements nominated MUST include at least five (5) of the following items, but are not limited to five. Therefore, please respond to all of the items that apply. [Text box for each one]

a. My nominee's achievement solved a problem, improved a service or product, or improved an efficiency deficit.

Sample:

Gained Approval for Emergency Relief Lighting Repair

My nominees documented deficiencies and risks associated with the Federal Highway Administration's process for approving emergency repair of highway lighting after a tornado. As a result, non-site specific, post-disaster construction projects are now approved for permanent lighting repair in advance of a disaster. This means that a contractor can begin lighting repair work soon after a disaster instead of about a year later.

Please provide your response as formatted in the above sample:

b. My nominee's achievement utilized a structured improvement process.

Please draft a summary that indicates whether the nominee's achievement includes a continuing Control Plan/ Visual Controls.

Sample:

Increased Revenues from Social Security Reimbursement Claims

A rapid process improvement event improved vocational rehabilitation claims for social security reimbursement. Process mapping the system identified tracking and submission problems. Program procedures were revised and an instructional guide was developed. A claim tracking process was established and implemented. Claim reimbursement revenue increased by \$1.5 million in one year.

Please provide your response as formatted in the above sample:

c. My nominee's achievement demonstrated sustainment for:

- a minimum of 90-days
- one year or longer
- over 2 years

d. Improvement was exceptional for the level of overall measurable results it produced.

Sample:

Streamlined process for Collection of Delinquent Unemployment Taxes

The results in tracked categories resulted in cost savings for switching from standard certified mail to online certified mail (1583 pieces x \$2.30/item) of \$3,640 in addition to labor efficiencies for four entities that will handle 6000 fewer items of mail this year. A labor efficiency for Jeopardy Assessments achieved gains resulting in 87.08 days in labor cost.

Please make your response similar to the above sample, including numerical performance data:

- e. My nominee's achievement produced a service that benefits citizens or private sector.
- How will this improvement benefit the citizens of Iowa?
 - Will this improvement have an impact on business and Iowa's economic competitiveness?

Sample:

Streamlined Prescription Processing in University of Iowa Pharmacy

The benefit to the citizens of Iowa from this project include less time and lower stress from waiting for the medications they depend on for their well being. In addition, the pharmacists have more time available to provide counseling for the patients. The improvements also have a significant economic impact on the hospital and the State of Iowa. The department has been able to avoid hiring additional staff as well as eliminating costly rework. The University of Iowa Healthcare Pharmacies provide medication to those in the state who could not otherwise afford it. The improvements help to offset the rising costs of such programs.

Please provide your response as formatted in the above sample:

- f. My nominee's achievement can be replicated. Please draft a summary that indicates whether the nominee's achievement has been partially or fully replicated and implemented within and/or outside your department.

Sample:

Snowmobile/ATV Registration & Titling

The process for achieving the outcome can and has been replicated. The event was so successful that a similar kaizen event was held the following year to target the Iowa Boat Registration and Titling process. The boat kaizen was made successful by replicating the licensing system and building on the strong partnerships forged between the state and local government entities.

Please provide your response as formatted in the above sample:

g. Improvement was exceptional for its innovation or creativity.

Sample:

This five-member team designed a hopper that feeds sand and cement into sinkholes to stabilize roadways, reducing the costs on two projects by nearly \$50,000. The team's innovation can be patented and used by other DOT agencies.

Please provide your response as formatted in the above sample:

h. Improvement was exceptional for the amount of initiative, perseverance, and/or extra effort required.

Sample:

Reduction in College Admissions Processing Time

This project took close to one year to complete due to the length of time necessary to pinpoint the sources of errors and make the internal operating system align with processing needs. Plagued with failures and time constraints, the group contemplated giving up. Instead, the college's Finance Committee was addressed to communicate the problems and barriers. The committee allocated additional resources and the project moved forward with much trial and error. Solutions started building on one another until their impact began to appear within Admissions. In the end, the improvements made the process significantly better for students and staff.

Please provide your response as formatted in the above sample:

6. OPTIONAL INFORMATION:

Please provide any additional data, information, or explanation that you think will assist judges in understanding and appreciating your nominee's achievement. No extraneous attachments are allowed. The only things considered are those that are part of this application form.

7. ENDORSEMENT OF NOMINATOR:

I, _____, hereby recommend the above nominee

Title

Date

8. ENDORSEMENT AND SIGNATURE OF ORGANIZATION HEAD OR DESIGNEE:

The responses to the questions on this nomination form have been presented by the nominator and/or awards coordinator as accurate and complete.

Nominator: check box to attest that the application has been endorsed by organization head or designee.

Organization Head or Designee

Title



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For questions contact ibc@iowabusinesscouncil.org