

RED DOTS	CHANGE	Task #	RECOMMENDED ACTION / ACTIVITY	RESP. PERSON	DATE DUE	DATE COMP.	PERCEIVED BARRIERS / CHALLENGES	EST. GAINS / OUTCOMES	MEASURES
8	Kaizen - STARLIMS Standard Log Functionality	1	Inventory either in STARLIMS or logs but not both.	Tom/Richard Christine	9/30/2007		IT Availability Staff Resistance	Less NVA Processing Reduce Overproduction	Deliv - Standard Log 50% reduction in cycle time Deliv - SOP fully compliant w/accrediting agencies Improved traceability
1		1	Scan or manual entry.	Tom/Richard Christine	9/30/2007				
		1	Inventory# needs to be retired.	Tom/Richard Christine	9/30/2007				
		1	Have parentage button work.	Tom/Richard Christine	9/30/2007				
		1	NELAC permission to have electronic rather than written on paper.	Tom/Richard Christine	9/30/2007				
		1	Have Inventory work.	Tom/Richard Christine	9/30/2007				
		1	Fix logbooks in STARLIMS	Tom/Richard Christine	9/30/2007				
		1	Traceability	Tom/Richard Christine	9/30/2007				
		1	Replication	Tom/Richard Christine	9/30/2007				

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		1	Dates	Tom/Richard Christine	9/30/2007				
6	Kaizen - Design Peer Review Standard Time	2		Tom/Nicole Richard	7/31/2007		Staff Availability	Reduction in waiting Less excess people motion Reduced NVA time Improved Flow	75% reduction in cycle time 25% reduction in lead time 30% reduction in staff time
3			Have standardized time for report release. Analyst can know by what time Analyst Data Review & Peer Review need to be done.	Tom/Nicole Richard	7/31/2007				
1			Establish standard time.	Tom/Nicole Richard	7/31/2007				
			Establish standard time - Calendar for internal QA.	Tom/Nicole Richard	7/31/2007	6/28/2007			
1			Standardize Analyst Data Review & Peer Review	Tom/Nicole Richard	7/31/2007				
			Review data as it comes off instrument.	Tom/Nicole Richard	7/31/2007				

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			Develop method to track errors that are occurring.	Tom/Nicole Richard	7/31/2007				
			Eliminate QC cover sheet.	Tom/Nicole Richard	7/31/2007				
		2a	Look into requirements for supervisory review.	Tom/Nicole Richard	7/31/2007				
			Pending required review for supervisors.	Tom/Nicole Richard	7/31/2007				
3		5	Need to sort by sample time/date.	Tom	9/30/2007		IT Resources Funding	Satisfied Customers Fewer errors Less Waiting Less rework Less NVA	Reduced Lead Time - 10% Fewer Complaints - ext/int customer
4			Faster LIMS response @ log in.	Tom	9/30/2007				
1			Need to see sample date/time on left in create folder	Tom	9/30/2007				

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2			Can analysis date go on result page.	Tom	9/30/2007				
2			View test names in bold if there are new samples not assigned to a STARLIMS run.	Tom	9/30/2007				
2			14 day Management Report can be printed a lot of different days.	Tom	9/30/2007				
1			Modify worklist to supply needed information to analyst.	Tom	9/30/2007				
1			Get duplicate working in STARLIMS.	Tom	9/30/2007				
1			Get blue attachment square to work.	Tom	9/30/2007				
1			Improve QC data batch report.	Tom	9/30/2007				
1			Make STARLIMS automatically email COA in client if the client wants.	Tom	9/30/2007				

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			Scanning OCR.	Tom	9/30/2007				
			LIMS response time slow (especially on Wednesday)	Tom	9/30/2007	6/28/2007			
			Have data go directly into STARLIMS	Tom	9/30/2007				
			Improve data transfer.	Tom	9/30/2007				
			Fix/complete DCUs.	Tom	9/30/2007				
			StARLIMS should see certain phrases for billing analyst need choice for "see comment".	Tom	9/30/2007				
			Instruments on Network or use flashdrives instead of CDs.	Tom	9/30/2007				
			Analysis date visible in SERVGPREL folder review.	Tom	9/30/2007				

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			Random automatic releasing of runs	Tom	9/30/2007				
			LIMS - View New Samples - Bold	Tom	9/30/2007				
3		5a		Tom/Linda	9/30/2007		IT Resources Funding	Satisfied Customers Fewer errors Less Waiting Less rework Less NVA	
3			All reports print with no errors or missing attachments.	Tom/Linda	9/30/2007				100% correct reports 50% reduction in Staff Time
2			Need a summary printout of what reports that were released/Printed	Tom/Linda	9/30/2007				Printout available 100% Accurate id of missing reports
1			Reduce printing batching by printing multiple times in a day.	Tom/Linda	9/30/2007				Printout available
			Daily summary.	Tom/Linda	9/30/2007				Printout available 100% Accurate id of missing reports

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			Automatic email for reports missing in batch.	Tom/Linda	9/30/2007				Functionality available 100% Accurate id of missing reports
			Stop old reports from printing or reprinting after they have been invoiced.	Tom/Linda	9/30/2007				No longer happens
	Kaizen - STARLIMS Users Group/Change Management	15		Peter/Nicole/ Jason	8/31/2007		Staff availability (User grp. Is an add'l. demand) IT Cooperation	Improved communication Improved workflow Improved knowledge of STARLIMS Better standardization	Change control process in place User Group formed
3	Log-in, Data Entry Issues	6	Have information on reports correct the first time.	Jason/Chris	8/31/2007		Staff Availability IT Resource	Less rework Fewer errors Less NVA Less people motion Less interruptions	10% reduction in Staff time 50% reduction in rework
4		6	Look at data collected for use and relevance.	Jason/Chris/ Richard			Data for other agencies in question		

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		6	Examine Order entry process to minimize interruptions when concentrating on details.	Jason/Chris/Richard					
		6	Phone to voice mail.	Jason/Chris/Richard					
		6	Results scanned into STARLIMS so it will print with reports (sometimes missing when reports are printed.	Jason/Chris/Richard					
		6	Standard process for denoting change @ logging	Jason/Chris/Richard					
1	COC	7	Make sure correct CoC scanned under folder.	Tom/Jason	7/31/2007		Staff/IT availability	Less overproduction Less transportation Reduced people motion	25% reduction in NVA staff time
3		7	Analysts able to print COC from Create Run Scrn.	Tom/Jason					
1		7	Eliminate CoC on report	Tom/Jason					

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		7	Email CoC to analyst all at one time.	Tom/Jason					
		7	Eliminate CoC copying.	Tom/Jason					
		7	COC only to those who need it	Tom/Jason					
		7	Standardize forms.	Tom/Jason			Date needs to be moved on environmental		
	Equipment	10	Need Printers!	Tom/Nicole	7/31/2007		Financial Advantage-ME	Less people motion Less waiting Less NVA Less transportation	10% reduction in staff time
	Analysis Intervention	11	In depth analysis of Black Box work flow and batching issues.						
		11	Develop a system to visualize work flow daily.						

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		11							
	Establish In/Out Board	12	Chart on wall to let us know who is out on vacation, early or late.	Tom/ Pat Christine	7/31/2007			Less NVA	Up and used
	QA Audit	13	Pick out 1% of reports copy and give to Richard.	Richard	9/30/2007		STARLIMS work must be completed first	Less NVA Less Waiting	Process in place and working
		13	Better management reports in STARLIMS.	Richard/Tom/ STARLIMS	9/30/2007		Finances IT Resource Time	Ability to monitor the quality system in the lab Ability to monitor flow	Reports functioning as specified
		13	Runs not filed until Richard completes review.	Richard	8/31/2007		Getting staff cooperation	Reduction in people motion Reduction in transportation time Less NVA	Process in place and working
	Kaizen - Tracking Status of Samples in Lab	14		Tom/ John Peter/ Richard	9/30/2007		Staff availability Finance	Improved communication thru lab on turnaround time Reduction in Inventory Less waiting Less people motion Less NVA Better resource utilization	Process designed and operating

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	Kaizen - Design 'skills bank' to enable overburdened staff to get appropriate help, and balance workflow.	15	Skills Survey	Tom/Christine Peter/ Chris Jim/Richard				Capitalize on untapped, underutilized staff resource. Cross-training Greater depth of staff resource Staff empowerment Surface training needs, process problems	
		15	Design process						