

LEAN VSM PROCESS CHARTER

- **Problem Statement:**

Environmental testing involves a complex workflow due in part to the need to test multiple analytes on a single sample. Complex instrumentation is vulnerable to up-time issues and IT problems create re-work. This work process takes place across multiple management sections of the laboratory, and the process is not yet fully visible or standardized. We aim to visualize the workflow in this section in order to make improvements that will reduce lead-time, improve uptime and reduce re-work.

LEAN VSM PROCESS CHARTER

- Customers/Clients:

Public Water Systems, Private Citizens, State Agencies, Other Labs

- Suppliers:

Lab Supply Companies, USPS, Couriers, Water Labs, OIT, LIMS

- Process Boundaries:

First Step – Receive Sample

Last Step – Send Report

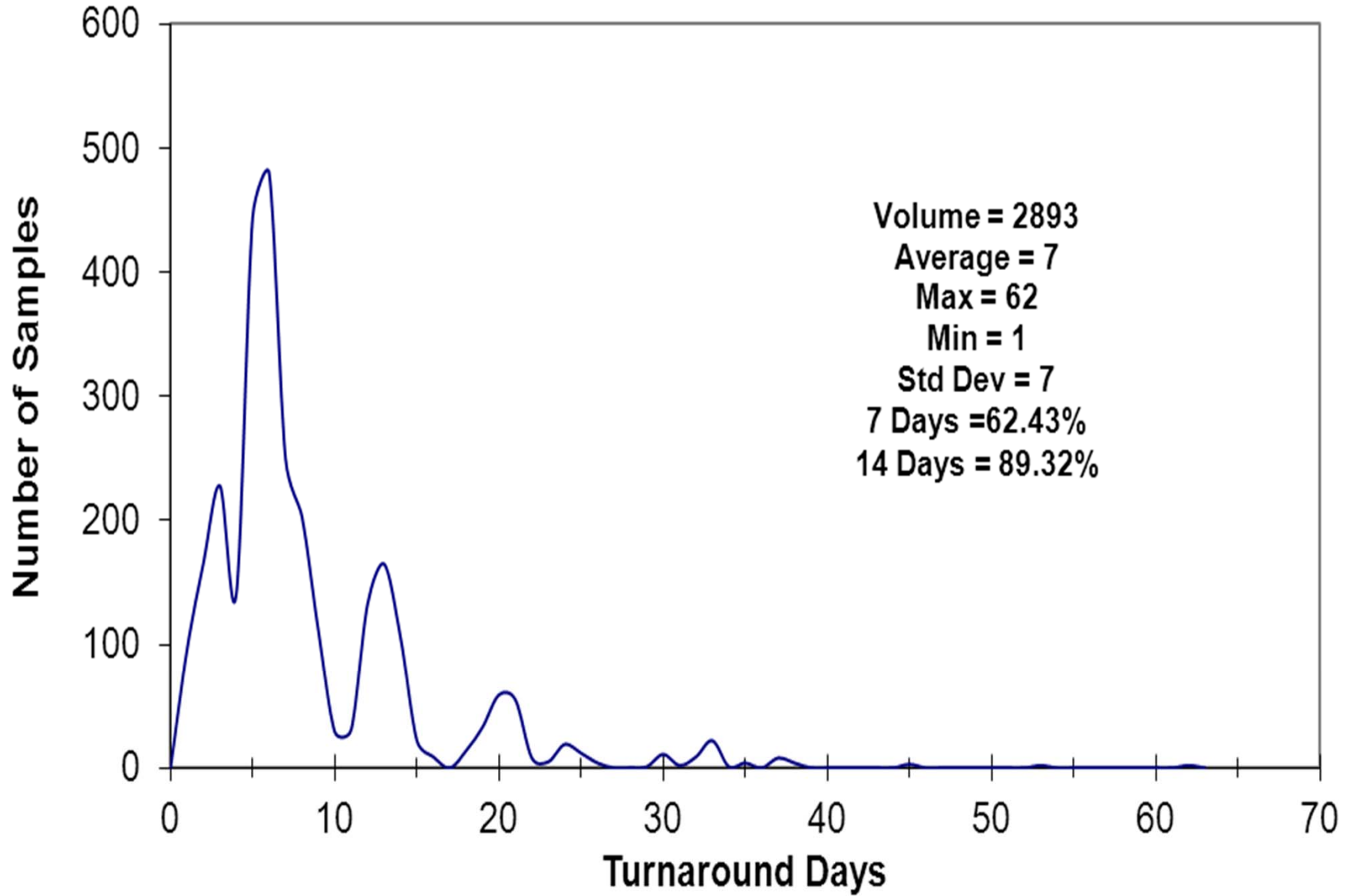
VSM TARGETS AND GOALS

- Reduced process lead time
- Simplify process flow
- Reduced re-work
- Reduced staff process time
- Reduce associated costs

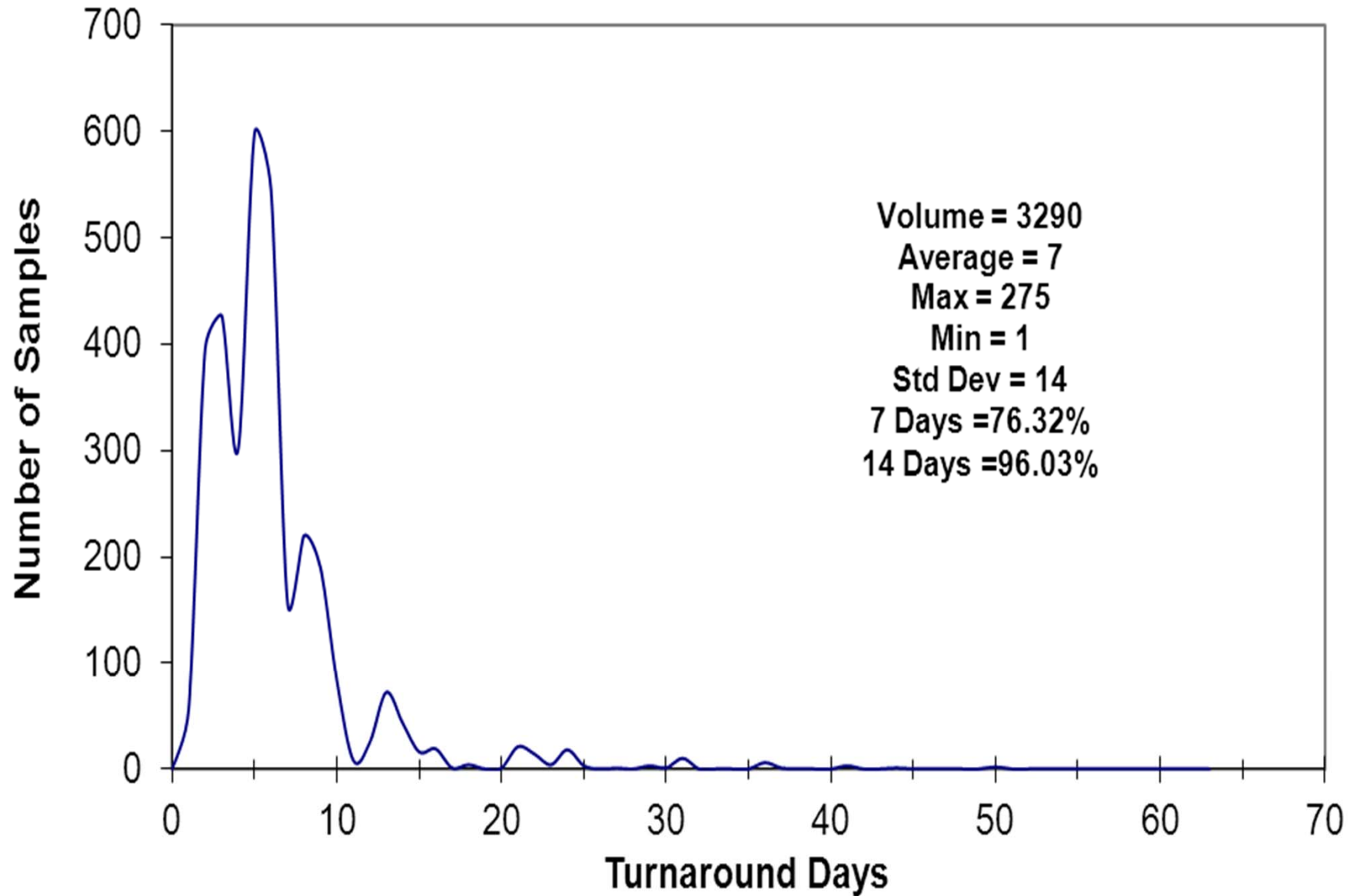
VSM RESULTS MEASURES

	CURRENT	FUTURE	% IMPROVEMENT
LEAD TIME	281 h	28 h	90%
STAFF TIME	36 h	23 h	36%
STAFF COST	\$1263/d	\$795/d	\$468/d

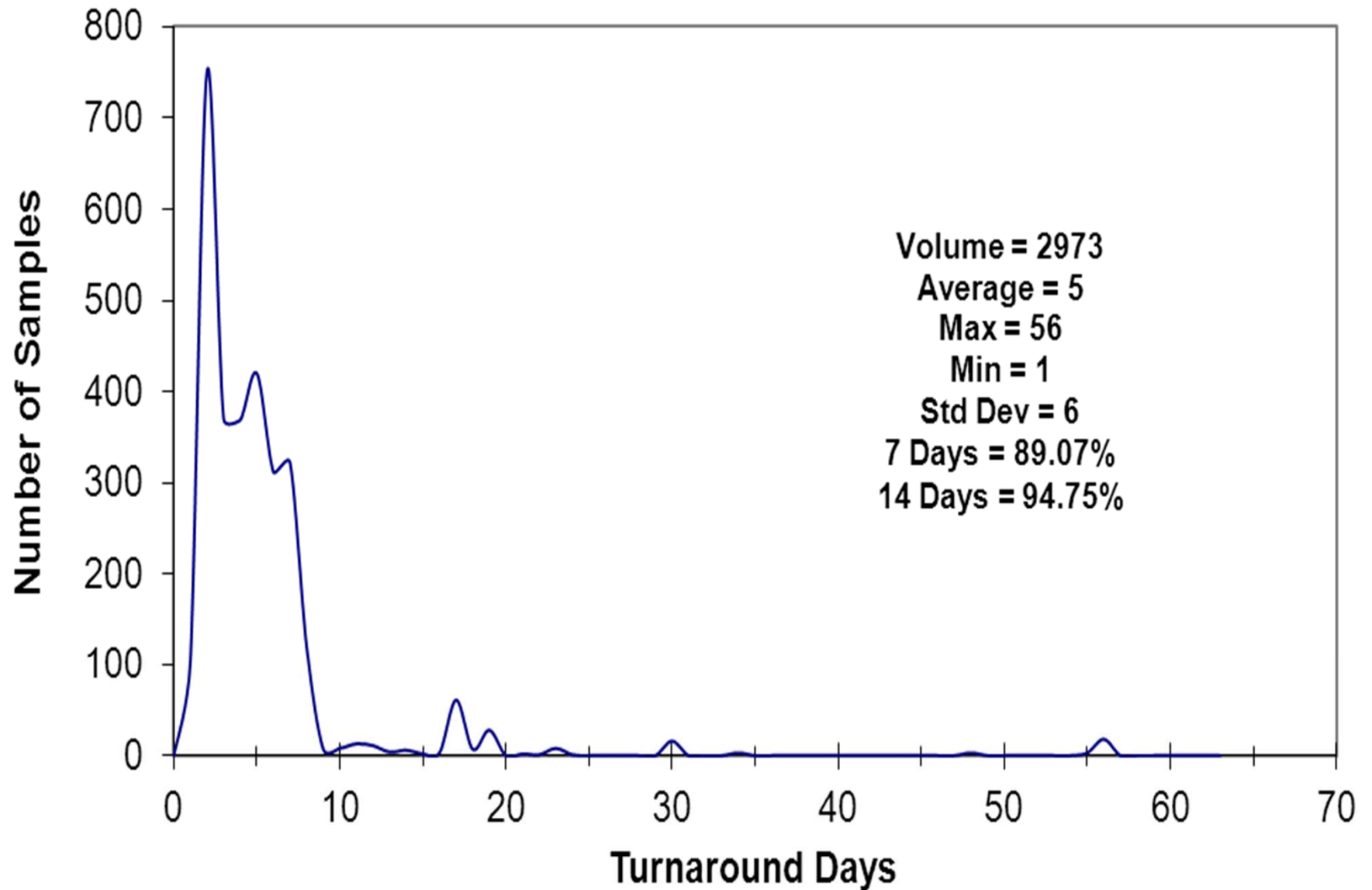
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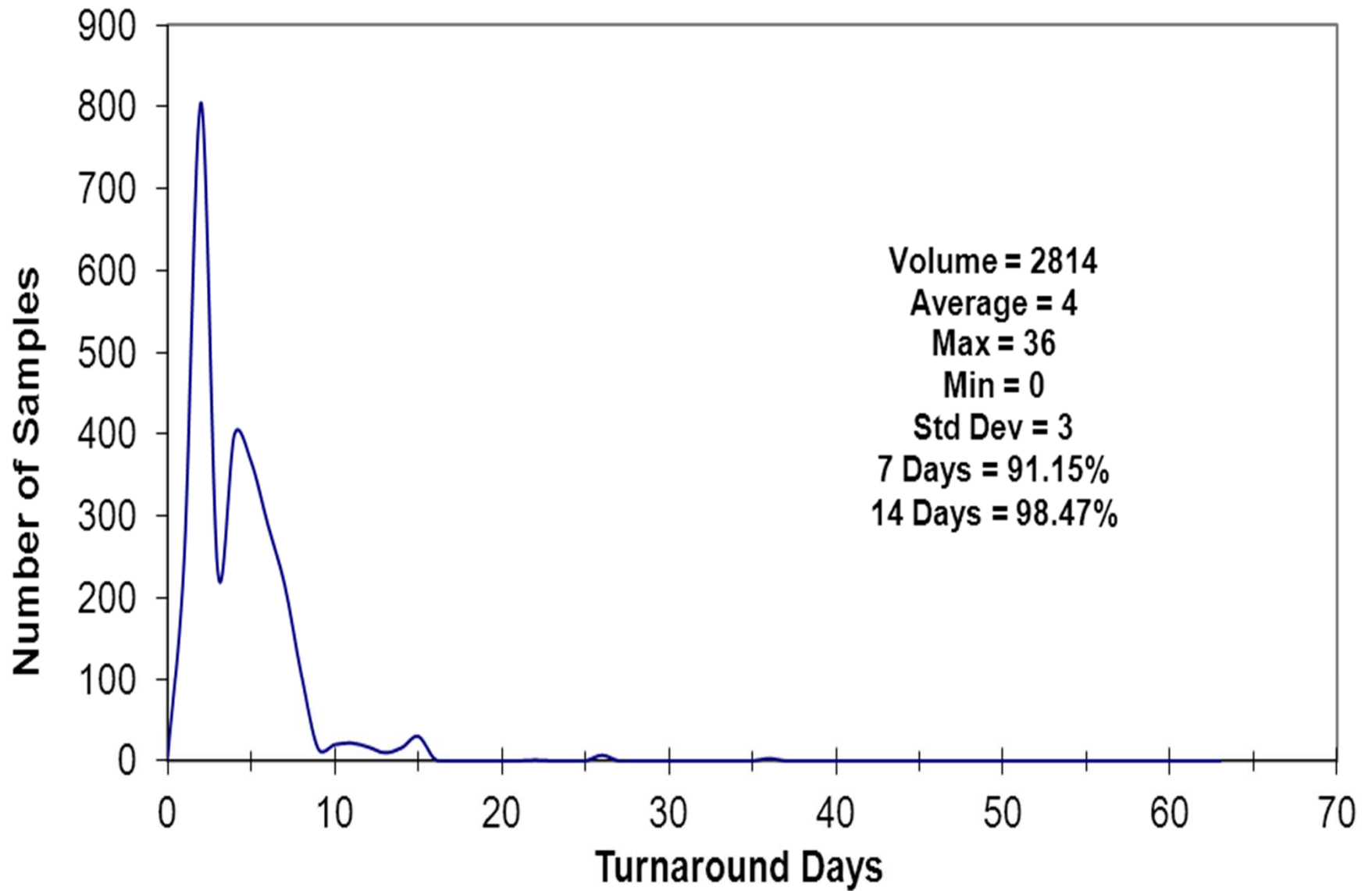
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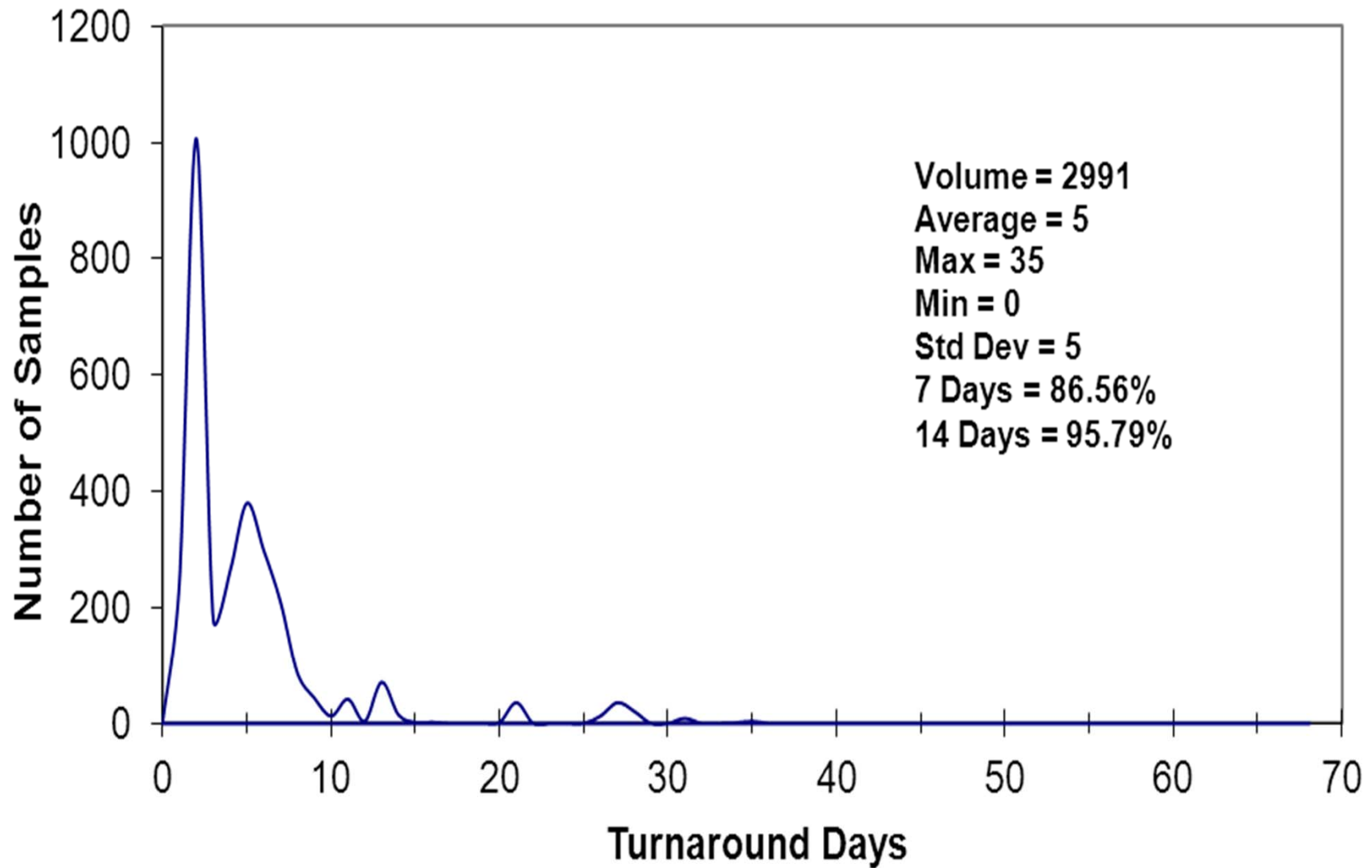
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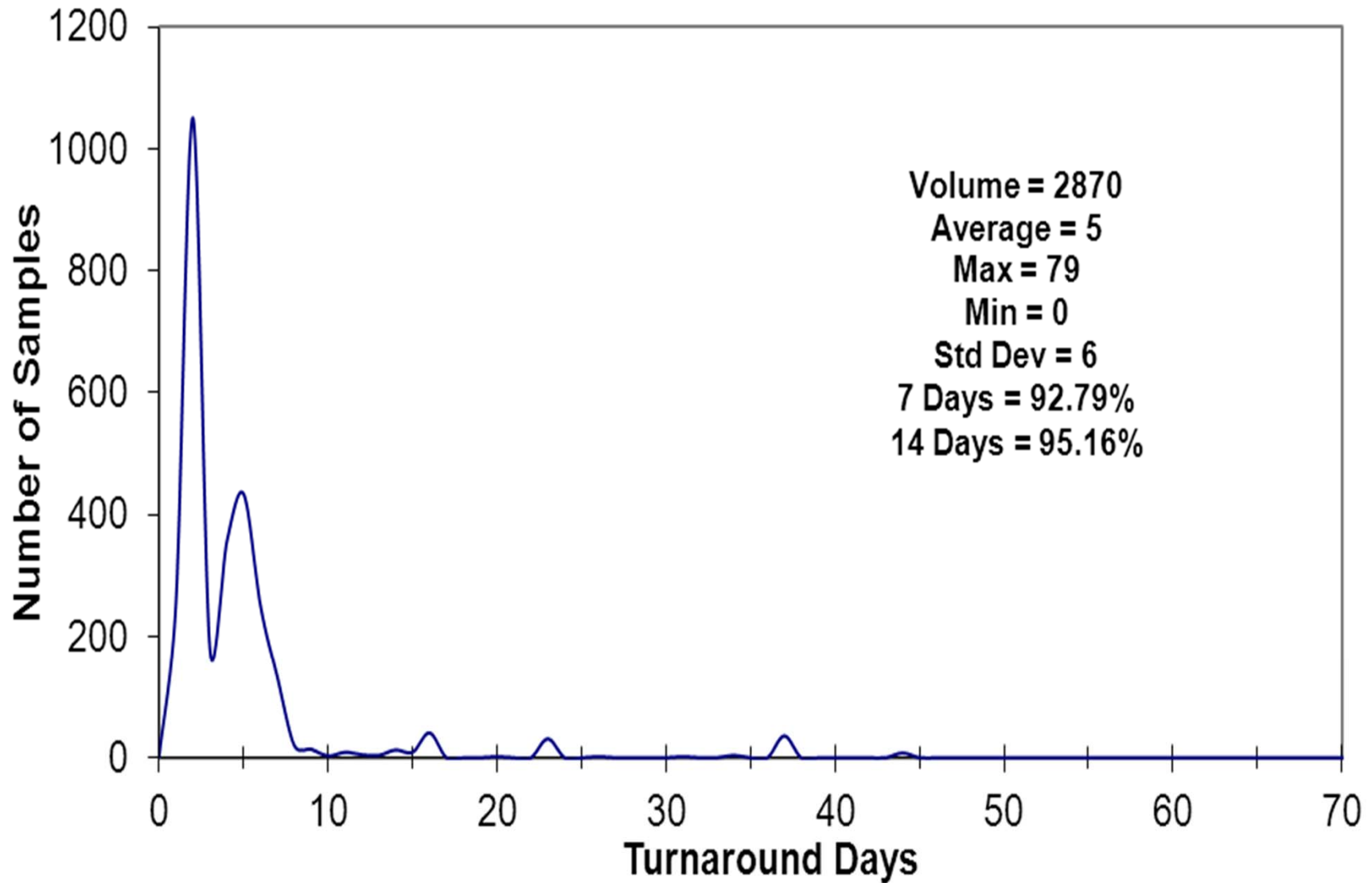
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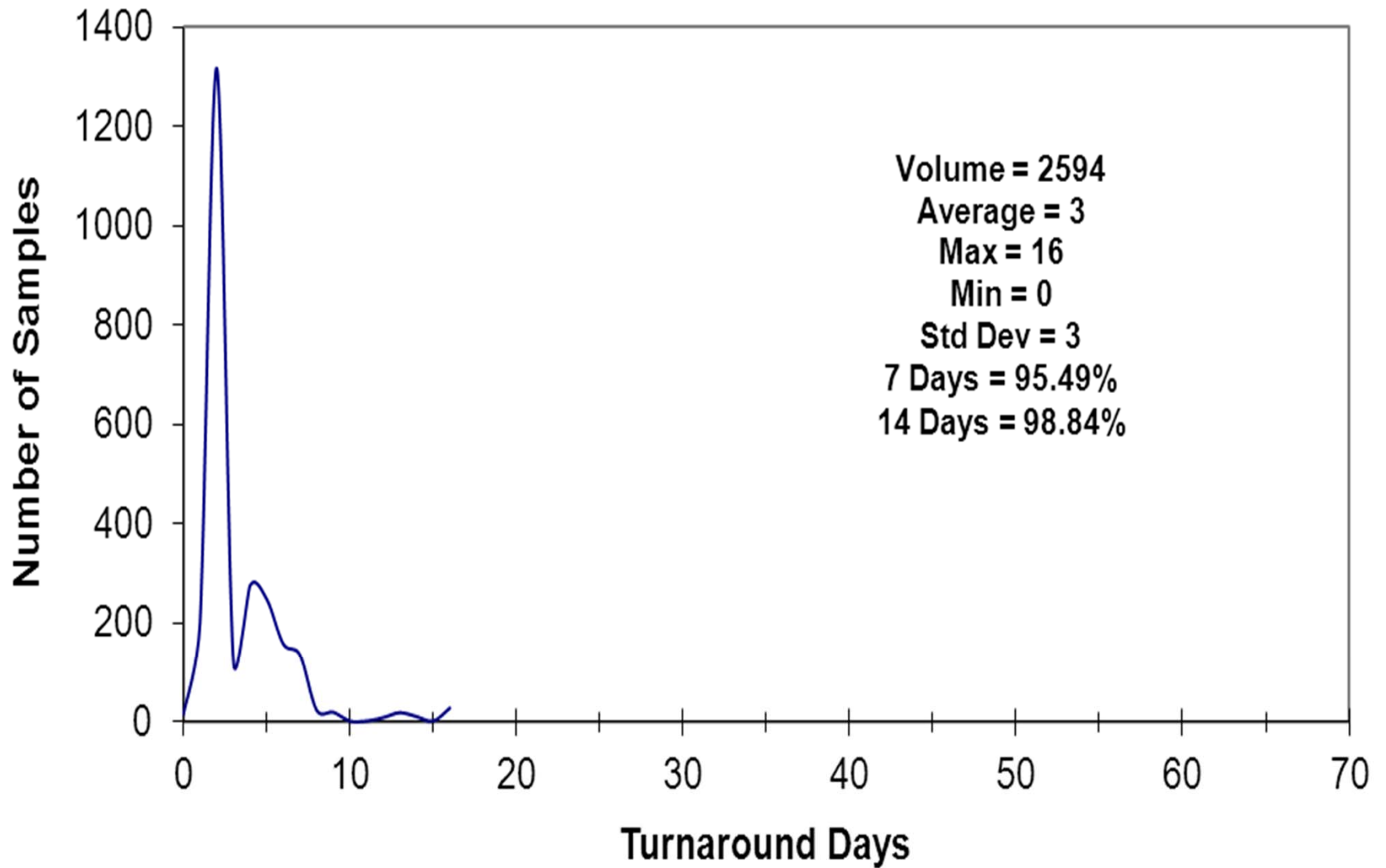
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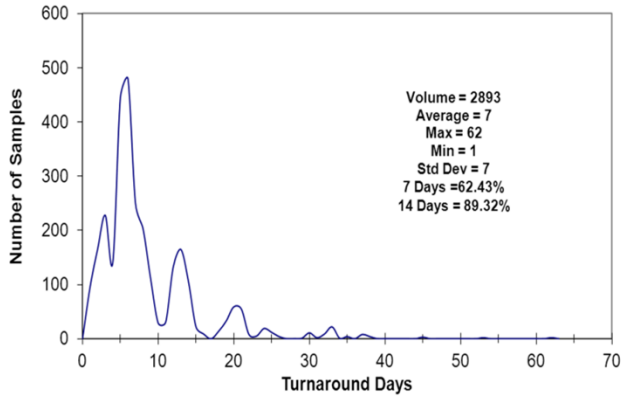
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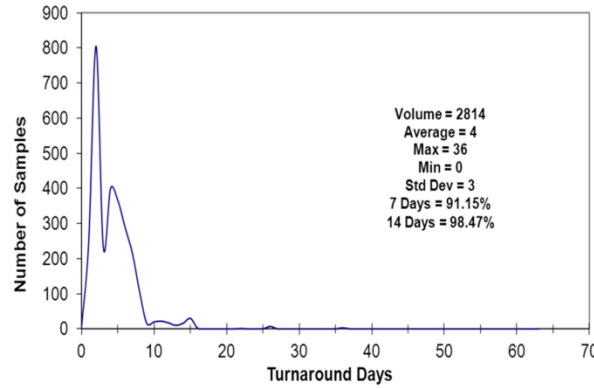
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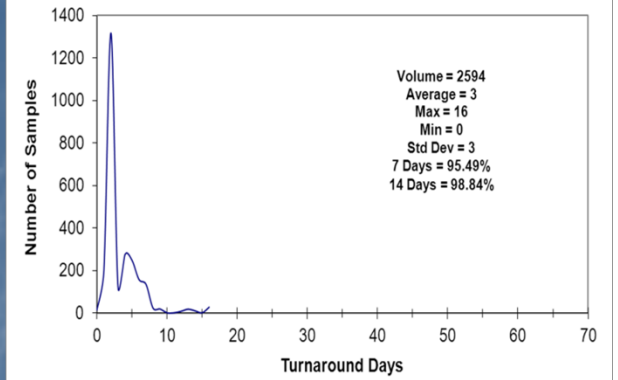
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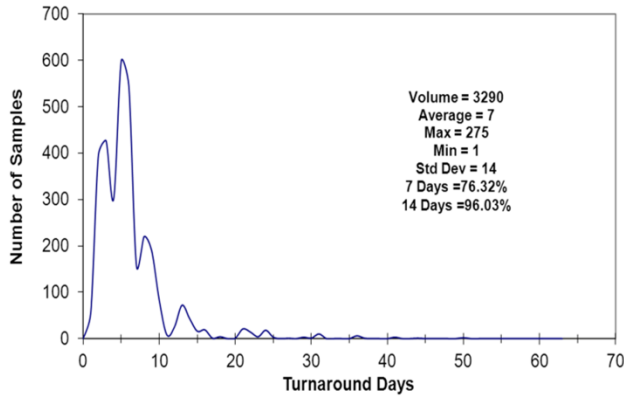
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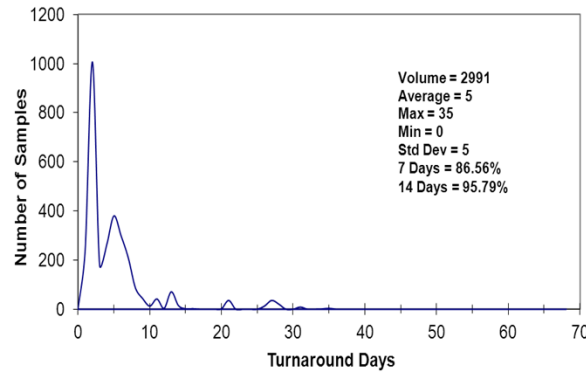
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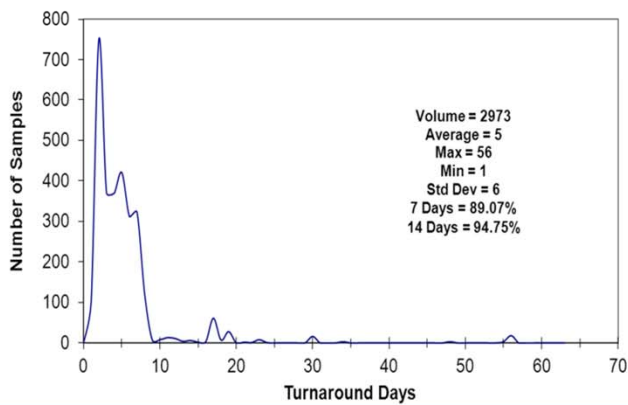
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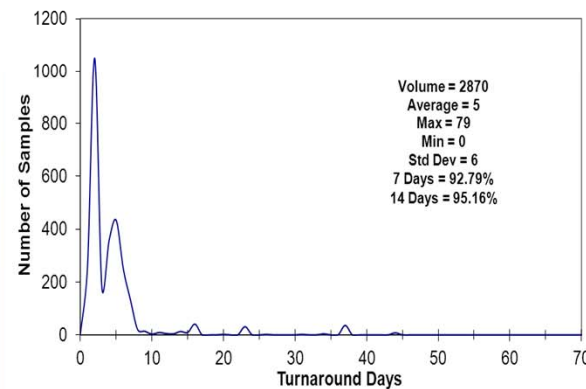
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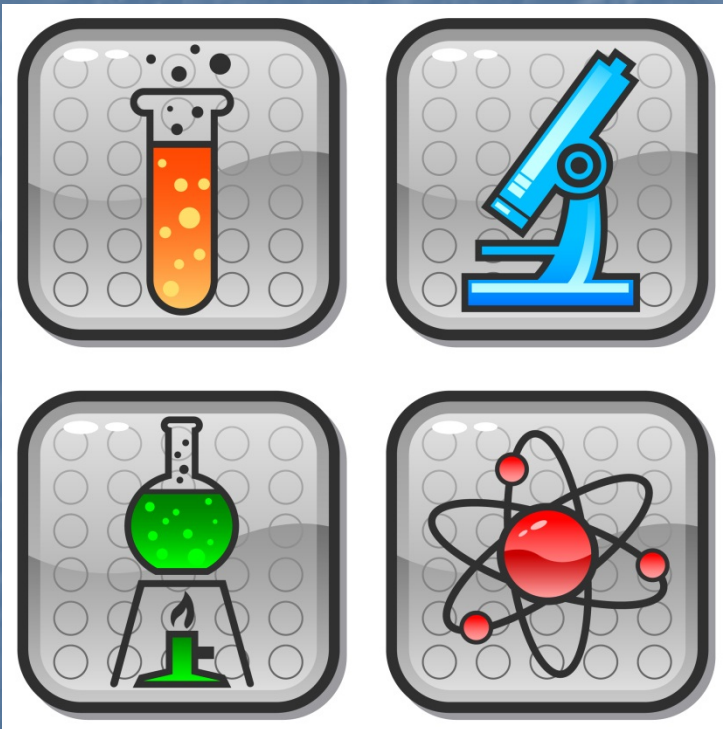
TURNAROUND MAY 2008



TURNAROUND MAY 2011



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