WHY LEAN IDEAS MATTER

• Finance & Facilities (F2) made a commitment in 2010 to using Lean to improve the way it delivers services to its campus customers

• Lean idea implementation is an indicator of team activity

• Team activity is linked to employee engagement, productivity, and cost savings

PROBLEM STATEMENT

• Previously data on idea generation and implementation was reported annually limiting access to timely results

• Shorten the time from team reporting their data to receiving results so that we can make it easier to take action to improve

ACTIONS TAKEN

• Converted survey tool to Drupal with an online database (webform)

• Made reporting the # of participants in a huddle mandatory

• Categorized the teams by the financial org structure to make it easier to join this data with other data including FTE and budget

• Joined together two data sources – historical data and current data

• Formatted the data for use in Tableau dashboard

STEP 1: GENERATION

STEP 2: COLLECTION

STEP 3: ANALYSIS

PROJECT GOALS

• PROVIDE INSTANT ACCESS TO LEAN METRICS

• REDUCE TIME TO TAKE ACTION AND DISCOVER OUTLIERS

RESULTS

• Tableau dashboard which has monthly results to the team level and is updated immediately after results received

• Positive feedback from our test users

• Test users began customizing data for their needs almost immediately

• Growing interest in custom analytics as user base grows (below)

FUTURE DEVELOPMENT

• Gain user acceptance of dynamic tools to view data rather than static paper based reports

• Publish public dashboard

• Connect Tableau directly to survey data source

• Include more Lean participation information

• Link to other UW databases for enhanced analytics

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USING DATA VISUALIZATION TO TRACK LEAN ACTIVITY

MANAGING BY FACT AND STRATEGY WITH TABLEAU