



Lean Event Dates: November 15-19, 2010

Project: Industrial Stormwater General Permit On-line Registrations
Bureau: Materials Management & Compliance Assurance

Team: Total number of team members = 10 (4 staff within Division / 6 staff outside Division)

Team Sponsor(s)/Title(s): Oswald Inglese, Jr., Director
Team Leader(s)/Title(s): Nisha Patel, Supervising Sanitary Engineer
Team Members /Titles: Art Mauger -Supervising Sanitary Engineer, Jim Creighton-Env. Analyst 2, Karen Allen- Sanitary Engineer 3, David Madsen-Env. Analyst 3, Veronica Ferris-Visual Media Designer 3, David Holmes- DP Tech Analyst 4, Irene Garcia- IT Analyst 3, and David Westcott-Env. Analyst 3
Team Champion(s)/Title(s): Denise Ruzicka, Director

Opportunity Statement: Develop and maintain, as a pilot project, an on-line general permit registration system for the industrial stormwater general permit which will allow applicants to register for coverage under the general permit through the internet. An online registration system will provide greater flexibility and convenience for the regulated community to file a registration application. An on-line system will also provide DEEP with the ability to track and process the large numbers of registrations electronically.

Objective: Develop SOPs for on-line filing and electronic processing of general permit registrations which would allow applicants to register for coverage under a general permit via the internet.

Goals/Key Performance Indicators:

Pre-Kaizen Event Goals – Date: November, 2010	Post-Kaizen Event Results/Key Performance Indicators – Status Date: September 9, 2011
E Registration Form Creation	Completed 4/13/2011
E No Exposure Certification Creation	Completed 4/13/2011
Create instructions for registration and for no exposure forms	Completed 4/13/2011
SOP for communication instructions to public	Not necessary/ Instructions for registration form & no exposure cert. outline process
Tutorials& Links	Completed 4/13/2011
Scan registrations/ no exposure certs submitted to DEEP	Completed - Ongoing process (began 5/2011)
Create format of "permits status page"	Completed 6/15/2011
Publish list of registrations/ no exposure certifications submitted to DEEP	Completed - Ongoing process (began 6/15/2011)

Spaghetti Diagram showing distance traveled for the process under review during the *Pre-Kaizen phase:* *Post- Kaizen phase:*

Comments: Not applicable since this is a process innovation project

Value Stream Mapping: The activities and steps, both value and non-value added, as shown in the Pre-Kaizen state versus Post-Kaizen desired state.

Type of Process	Pre-Kaizen – # of Processes	Post-Kaizen – # of Processes
Valued Added	N/A	N/A
No Value Added but Necessary	N/A	N/A
No Value Added	N/A	N/A
Waiting	N/A	N/A
Transport	N/A	N/A
Total	N/A	N/A

Percent Reduction in the Number of Total Steps = N/A% Reduction



The Post-Kaizen desired state has resulted in a number of improved program efficiencies and include the following:

- Creation of logic-based E-forms that assist user in filling out the forms and promote submission of sufficient registrations/ certifications. Creation of instructions, guidance documents to outline the electronic registration process and assist users through it.
- Increased efficiency of DEEP review by commencement of electronic review of registrations and certifications forms.
- Publication of a registration/ certification posting page to promote public transparency (updated daily)

Highlights and Implementation of the Project Plan (2, 6 and 12 month deadlines):

Two Month Goals - Develop business rules for form requirements based on new permit conditions; identified technology needs to manage electronic forms and electronic review.

Six Month Goals - Develop, test, and implement the e-registration process by mid-April, 2011.

Twelve Month Goals - n/a

Additional Comments/Observations/WOWS/Innovations from the Team:

E-Registration has resulted in:

1. 24/7 access to application/ permit status for regulated community
2. Increased public transparency and participation in the permitting process
3. Improved sufficiency of submitted registrations/ certifications
4. Increased efficiency of DEEP review - approximately 1400 registrations/ certifications have been submitted to the DEEP and reviewed by agency staff from April to September, 2011.
5. Cost savings of approx. 15k (associated with this permit reissuance process).

Revision Date: 9/9/11