## Problem
Reports to the Legislature, Governor and others have been routinely delivered late, are of inconsistent quality, and lack thought leadership.

## Causes
Confusion about standards, styles, and the internal review process; Drafts are not regularly proofed and contain significant errors that reviewers correct.

## Solutions
We standardized the report development and review process; 3 reviews are eliminated. We built a SharePoint site in the workshop that guides each report team to develop a work plan in a kickoff meeting six months before the report due date, and then tracks progress throughout report development, review and delivery.

## Results
- New process began September 3, 2012
- Expect on-time report delivery to increase from 3% to 90% by September 2013
- Nine reports are currently being developed using the new process and SharePoint tool

## Next Steps
- Continue to train staff on SharePoint tool
- Agency leadership will regularly review master list of reports due to identify those needed less attention and those presenting strategic thought leadership opportunities

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**Value Stream Mapping, Kaizen Implementation, Target Conditions**

**Contact:**
Cheryl Smith, cheryl.smith@commerce.wa.gov, (360)725-2808
Nick Demerice, nick.demerice@commerce.wa.gov, (360)725-4010

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Screen images of SharePoint site