

## Eliminating Waste/Cutting Costs

### Internal Audit Division – OESC

What steps has the agency taken to cut costs and/or eliminate waste? Are there efforts that have been successful which you believe could serve as a model for other state agencies seeking to keep costs minimal?

During the past several years, OESC has trained eight individuals to facilitate teams to look at ways they can eliminate waste and save money and resources. Some of the areas that OESC that has made improvements in.

- Changed from a paper approval system on time summaries. This improvement saved the cost of the paper and toner from printing the time summary as well as staff time to physically deliver the document to their supervisor. We no longer need the storage space in multiple file cabinets for all the paper. This improvement allows us to send all this electronically and store in a smaller amount of space volumes of previous printed out documents.
- OESC has established a team lead by several facilitators that are looking at all forms printed and provided to claimants, employers, employees and other customers to review them to see what can be provided electronically. This project is not complete but several forms have already been reviewed and changed to the electronic format.
- One project by our workforce centers throughout the state was to look at the supply ordering process and they were able to establish a process to store less supplies but still maintain a level for employees to perform their jobs with the supplies they need.
- In addition several departments are currently working on reviewing their current process with a lean facilitator to look at ways to be more efficient and do more with less.
- Currently the lean facilitators are working on developing training for middle management to be done this summer to teach them more about Lean. The goal is to expand on this training to other employees over time.