

TIMESHEET STORYBOARD



LOCAL HEALTH DEPARTMENT NAME: Wayne County Health Department
 PROJECT TITLE: Timesheet Tag Team T³

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

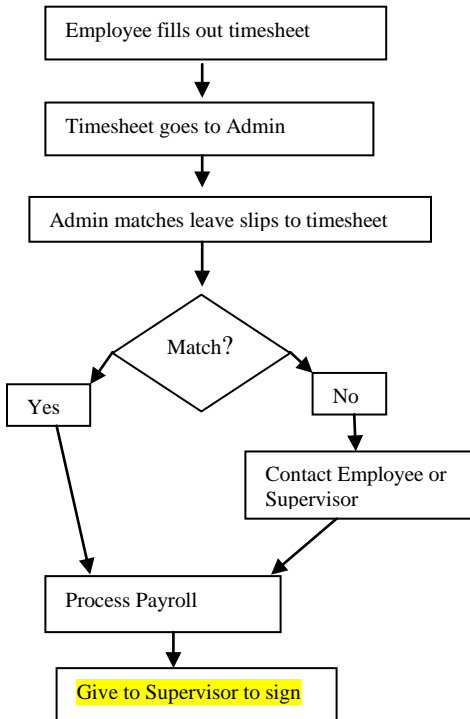
To increase the efficiency and accuracy of timesheets and leave forms.

2. Assemble the Team

Team was led by Tara McCulloch, the admin director, and includes Beth Amstutz, Trevor Jones, Pam Armstrong, and Marcy Manack. Facilitated by Cortney Ardrey.

3. Examine the Current Approach

Flow chart was created to map out process. Problems include inaccuracy, lack of priority for employees, multiple forms involved, and when the director/supervisor signs.



*highlighted portion thought to be root cause of errors

4. Identify Potential Solutions

- Send completed leave form back to employee so that adjustments may be made before timesheets are submitted.
- Supervisor checks accuracy and signs off before sending to Admin.
- Offer training. Make Admin the point of contact for questions about timesheets.

5. Develop an Improvement Theory

By returning leave slips to employees, having supervisors check for accuracy and sign off before sending to payroll, and offering training for those in need, accuracy of timesheets will be increased by 20% in 3 months.

DO

Test the Theory for Improvement

6. Test the Theory

The changes were implemented from the pay period ending 1/7/17 to the pay period ending 4/1/17.

CHECK

Use Data to Study Results of the Test

7. Check the Results

The data showed a clear reduction in error during the trial period. Admin stated they received timesheets in a timelier manner.

Before:

Pay Period Ending:	Errors:
9/17/16	8
10/15/16	11
10/29/16	5
11/12/16	7
11/25/16	8
12/9/16	6
12/23/16	3

After:

Pay Period Ending:	Errors:
1/7/17	3
1/21/17	2
2/4/17	2
2/18/17	0
3/4/17	4
3/18/17	3
4/1/17	3

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

ADAPT:

The changes were accepted with a few minor corrections. It is now mandatory to use the excel spreadsheet timesheet, Health Commissioner no longer has to sign leave slips, and Environmental Health department leave forms can be scanned and email to Admin.

9. Establish Future Plans

Reconvene in 1 year from date of project adaption (4/5/17), to check on productivity and continuous improvement. If there are major concerns before this time, the team can reconvene to address these concerns.