

# Increasing Throughput at the Snohomish County Enterprise Scanning Center



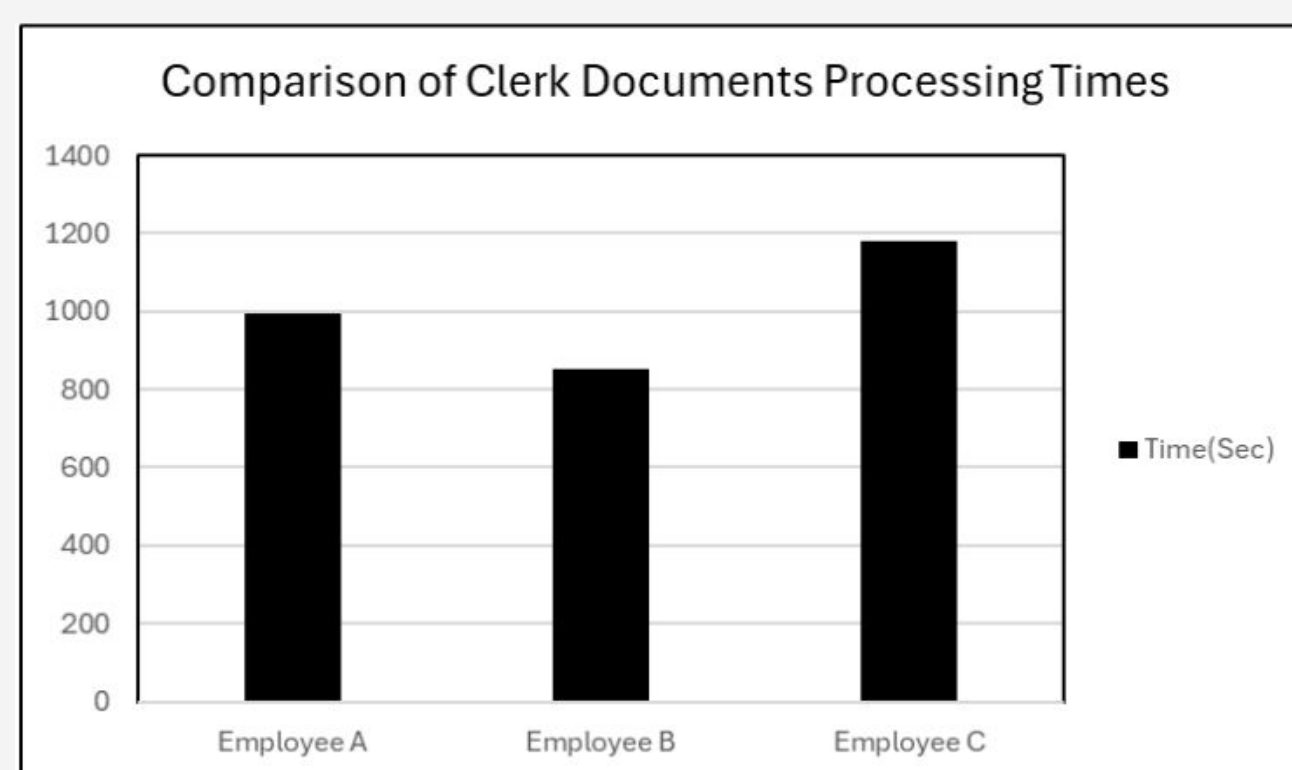
Special thanks to our Sponsors and Advisors: Viggo Forde, José Matthews, Melodie McCann, Sarah Alexander, Ruth Danielson, & Chandler Walker

## Objectives+Analysis

### The Goal

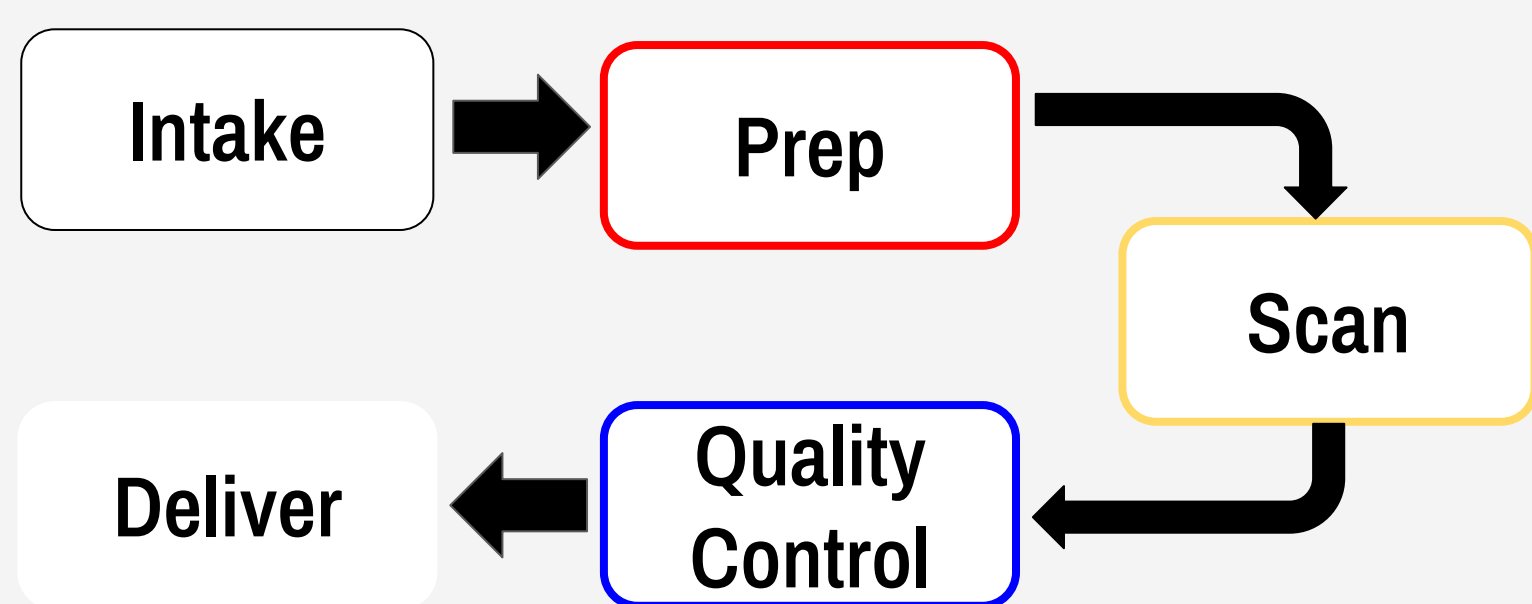
Our goal was to decrease Snohomish County reliance on expensive commercial scanning services by raising in-house scanning throughput without compromising document quality or employee health and satisfaction.

### Phase 1: Initial Assessment



- Decentralized scanning procedures
- Outdated technology
- Lack of organization and structure

### Phase 2: Analysis and Iteration



Process Minimize Waste



- Iterated solutions based on user feedback
- Discovered crashing issues
- Identified need for a QC feedback system
- Learned constantly and adjusted plans

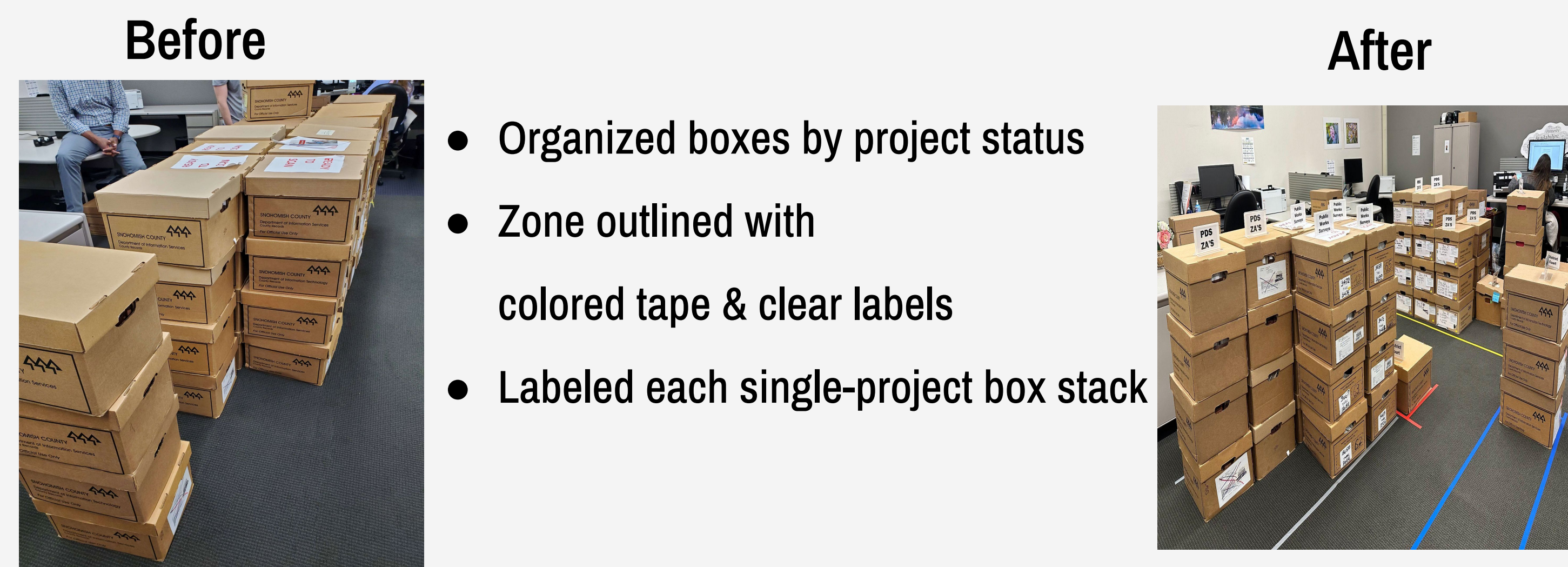
## Solutions

### Color Code System



- Efficient Visual Management Tool
- ADA-compliant colors
- Streamlined workflow and improved communication
- Corresponds to five-step process

### Box Island



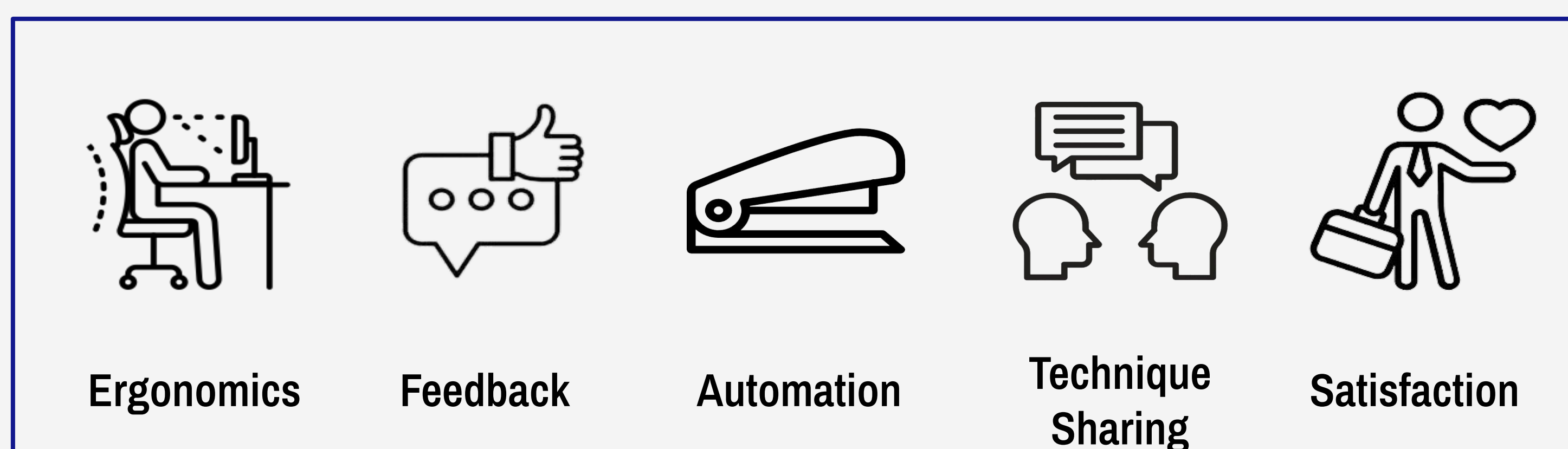
- Organized boxes by project status
- Zone outlined with colored tape & clear labels
- Labeled each single-project box stack

### Living Document

| Department | Project          | Priority | Box #   | Status  | Coordinator | Technician | Start Date | End Date  | Deadline | Notes |
|------------|------------------|----------|---------|---------|-------------|------------|------------|-----------|----------|-------|
| PDS        | Case Records     | Low      | 1195010 | QC'd    | Chandler    | Sandra     | 5/13/2024  | 5/30/2024 | 6/3/2024 |       |
| PDS        | Field Books      | Low      | 1195011 | QC'd    | Chandler    | Sandra     | 5/13/2024  | 5/30/2024 | 6/3/2024 |       |
| PDS        | Engineering Docs | Low      | 1195012 | QC'd    | Chandler    | Sandra     | 5/13/2024  | 5/30/2024 | 6/3/2024 |       |
| PDS        | Finance Docs     | Low      | 1195013 | Scanned | Chandler    | Sandra     | 5/13/2024  | 5/30/2024 | 6/3/2024 |       |
| PDS        | Historic Docs    | Low      | 1195014 | Scanned | Chandler    | Bonnie     | 5/13/2024  | 5/30/2024 | 6/3/2024 |       |
| PDS        | Large Format     | Low      | 1195015 | Prepped | Chandler    | Bonnie     | 5/13/2024  | 5/30/2024 | 6/3/2024 |       |

- Transparent & comprehensive inventory tracking system
- Efficient Project Management Tool
- Real-time updates on project status

### Other Improvements



## Impact

- Developed inventory tracker, management dashboard
- **33% reduction in time** for box retrieval
- **\$40,785 annual savings** potential through auto destapler time savings

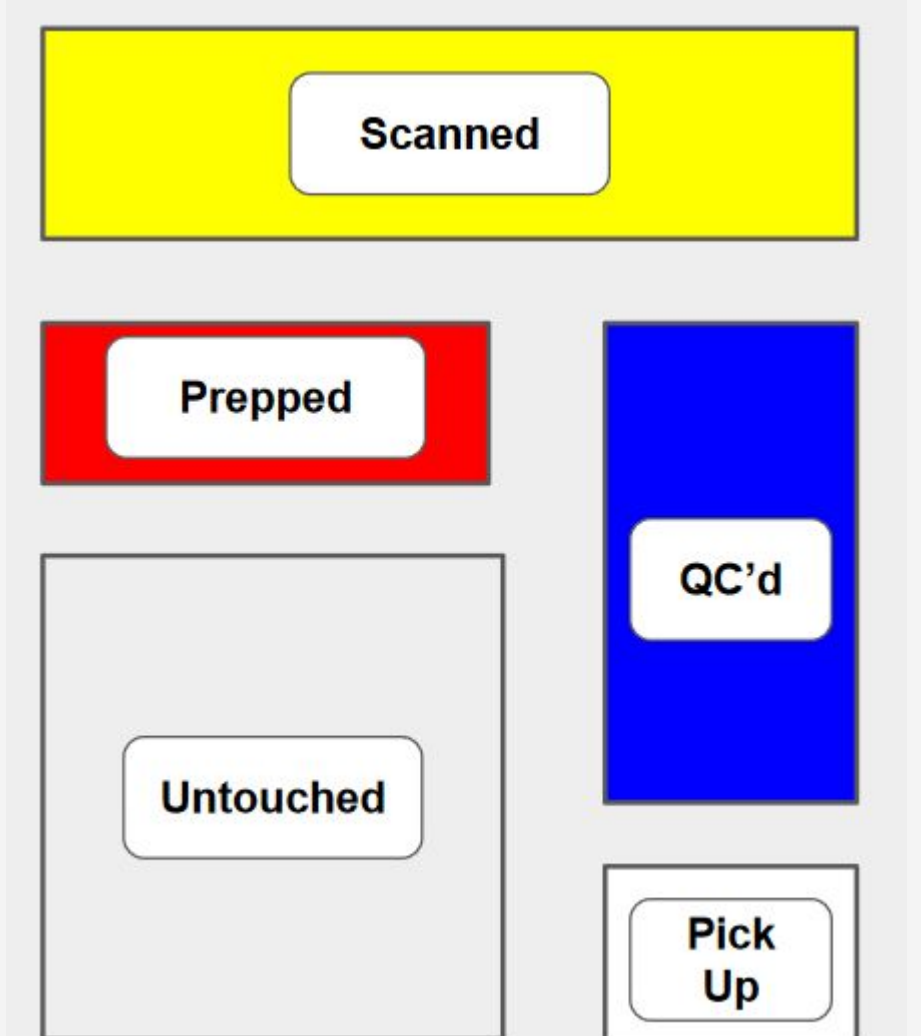
### Color Code System

- Unified baseline system
- Necessary for other improvements
- Replaced sticky notes with color-code dots



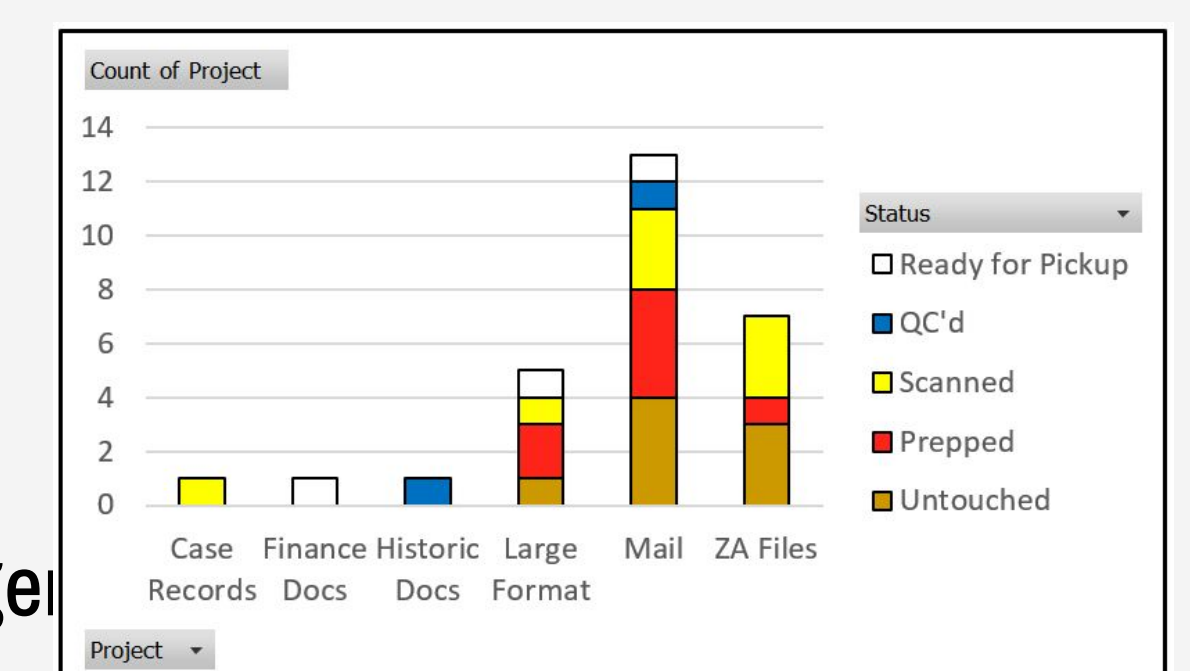
### Box Island

- Reduces retrieval time & effort
- Shows backlogs & imbalances
- Simplifies box drop-off & pickup



### Living Document

- Shows workload/progress for workers & projects
- Tracks performance metrics
- Forecasts new project capacity
- Reduces dependence on manager for work assignment



### Other Improvements

- Reduced error rate by 60% for one scanning project
- Technique sharing helps standardize and improve the quality of work
- Automatic destapler reduces pain and fatigue - try it!

