

LEAN Principles

Cross-Departmental “Justice League”



A lack of standard procedures, redundant processes and inefficient use of technology have created a strained working relationship between the Prosecuting Attorney's Office and Police Department. A cross-departmental team of employees was selected to improve transparency, efficiency and cooperation between the two departments.



Four Key Areas for Improvement:

- Culture:** Develop improved and sustainable interdepartmental culture between Prosecuting Attorney's Office and Police Department.
- Standardization:** Develop standard operating procedures for completing criminal misdemeanor cases.
- Optimization of technology:** Evaluate opportunities to utilize technology to automate processes, mistake-proof case file development and eliminate redundancies.
- Training:** Enhance training standards by including Prosecuting Attorney's Office and incorporating technology, and create feedback loop for future issues to continue process improvement.

Where We Are Now / Where We Need to Go

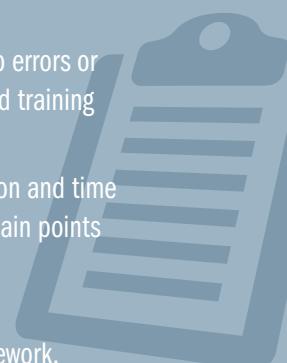
Culture

- Develop a feedback loop for communicating issues and implementing solutions.
- Increase transparency between departments by sharing challenges and opportunities.
- Build camaraderie by celebrating successes and highlighting valuable work.



Standards

- Case files are commonly reworked due to errors or missing information. New procedures and training will be implemented to eliminate errors.
- The amount of time waiting for information and time spent duplicating work are the primary pain points identified by both departments.
- Missing information will be tracked and communicated to prevent downstream rework.



Technology

- In addition to training and process standardization, technology will be leveraged to mistake-proof processes.
- Technology will be implemented to automate processes—which will eliminate redundancies.



Current Metrics

- 5 minutes are wasted each time a witness list is completed in duplicate. On average, this occurs 80 times per month, resulting in two weeks of wasted time per year.
- 16% of cases received by the Prosecuting Attorney's Office are incomplete.
- Incomplete cases create on average 1.5 weeks of waiting time (In 2015, incomplete cases resulted in 450 days of delay).



Timeline

