

# QUALITY IMPROVEMENT STORYBOARD



<b>Division/ Program:</b>	Operations Support Bureau/Contracts & Grants Division
<b>Project Title:</b>	Improving the Receipt & Review of Proposals Process
<b>Project Timeline:</b>	January 2018 – September 2018
<b>QI Project Team:</b>	Jose Cueva, Maritza Recinos, Lucia Romero, & Violeta Villalobos

## 1. Getting Started

The Quality Improvement & Accreditation Program (QIAP) was invited the Contracts & Grants Division (C&G) to lead a QI project to increase efficiencies in the contracting process. Section 8.0 in the Request for Proposals Project Plan (receipt & review of proposals) was identified as an area for improvement by C&G leadership.

## 2. Assemble the Team

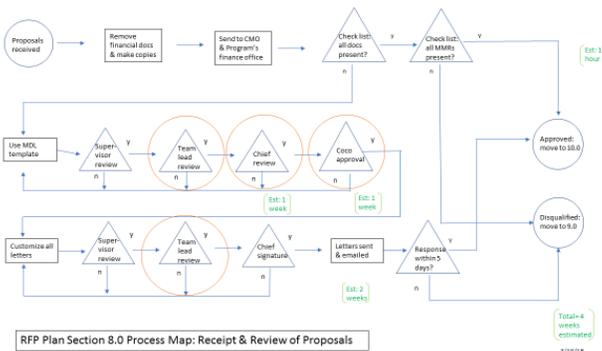
Each C&G section leader found a volunteer analyst to work on this project, for a total of 4 analysts.

## 3. Define the Problem/ AIM Statement

AIM: To increase efficiency & staff satisfaction with the proposal receipt and review process.

## 4. Examine the Current Approach

After mapping the process, a baseline timestudy found that on average, this section took 35 days. Using the 5 Whys QI tool found that this was mainly due to the time it took analysts to draft a missing documents letter template, multiple levels of review and re-review of the template, and staff not being up-to-date on changes made in the process



## 5. Identify Potential Solutions

Solutions identified and chosen include 1) making a “Log-it” tracking sheet of all changes made to this process that would be shared at all-staff meetings; 2) receive County Counsel and C&G leadership approval for a missing documents letter template and begin using it.

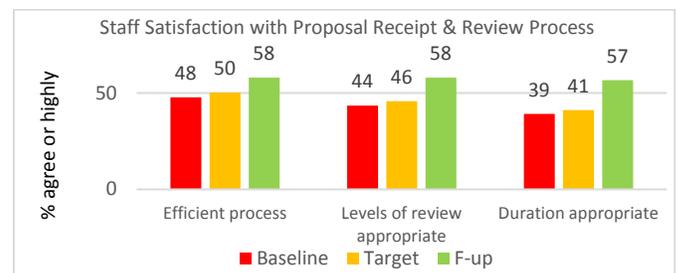
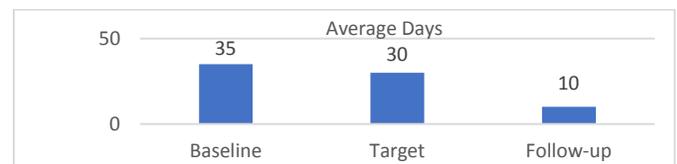
## 6. PLAN

The team developed a SMART goal that if we implement these strategies, then the average number of days for the receipt and review of proposals will decrease from 35 to 30 by September 15<sup>th</sup>. They also created a staff satisfaction survey to assess satisfaction with this process before and after implementation.

## 7. DO

The strategies were implemented.

## 8. STUDY



## 9. ACT/Next Steps

The team decided to adopt the three strategies and have the changes added to the “Log-it” tracking sheet added to the monthly staff meeting agenda.