

Increasing Throughput at the Snohomish County Enterprise Scanning Center



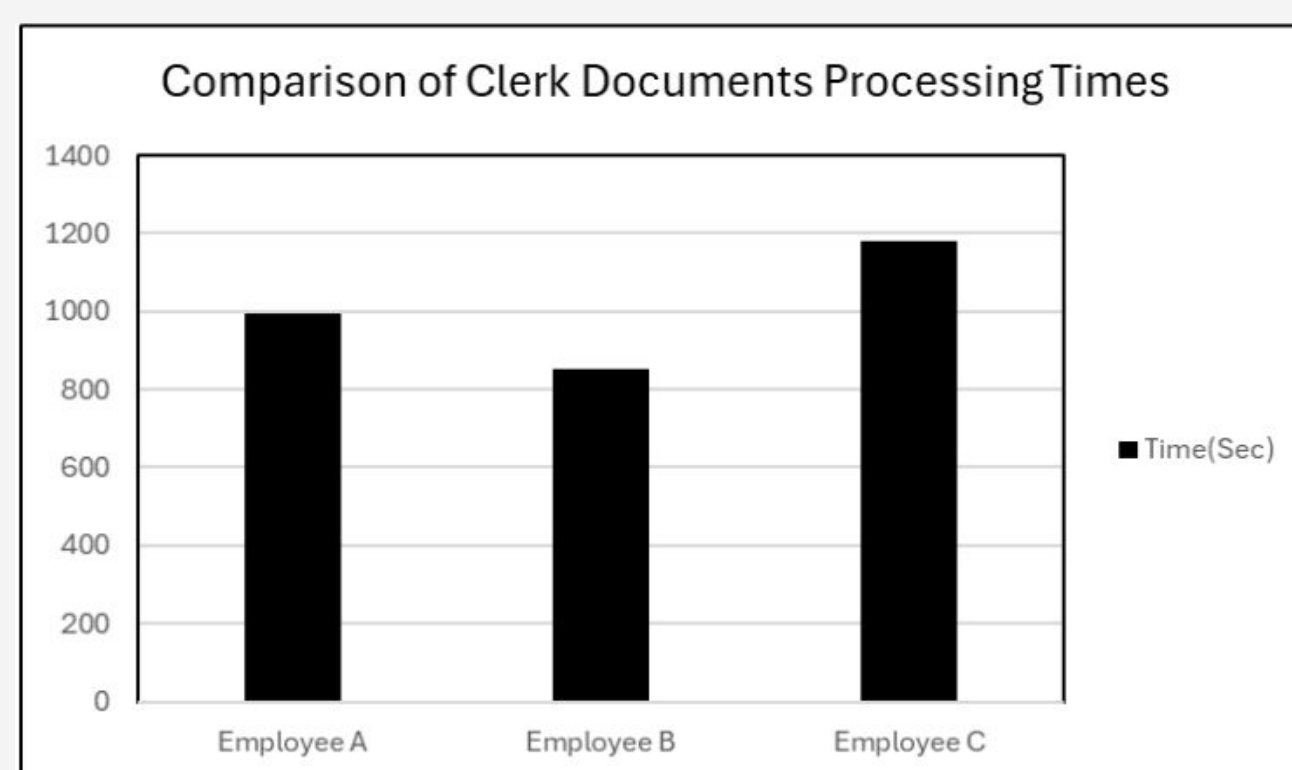
Special thanks to our Sponsors and Advisors: Viggo Forde, José Matthews, Melodie McCann, Sarah Alexander, Ruth Danielson, & Chandler Walker

Objectives+Analysis

The Goal

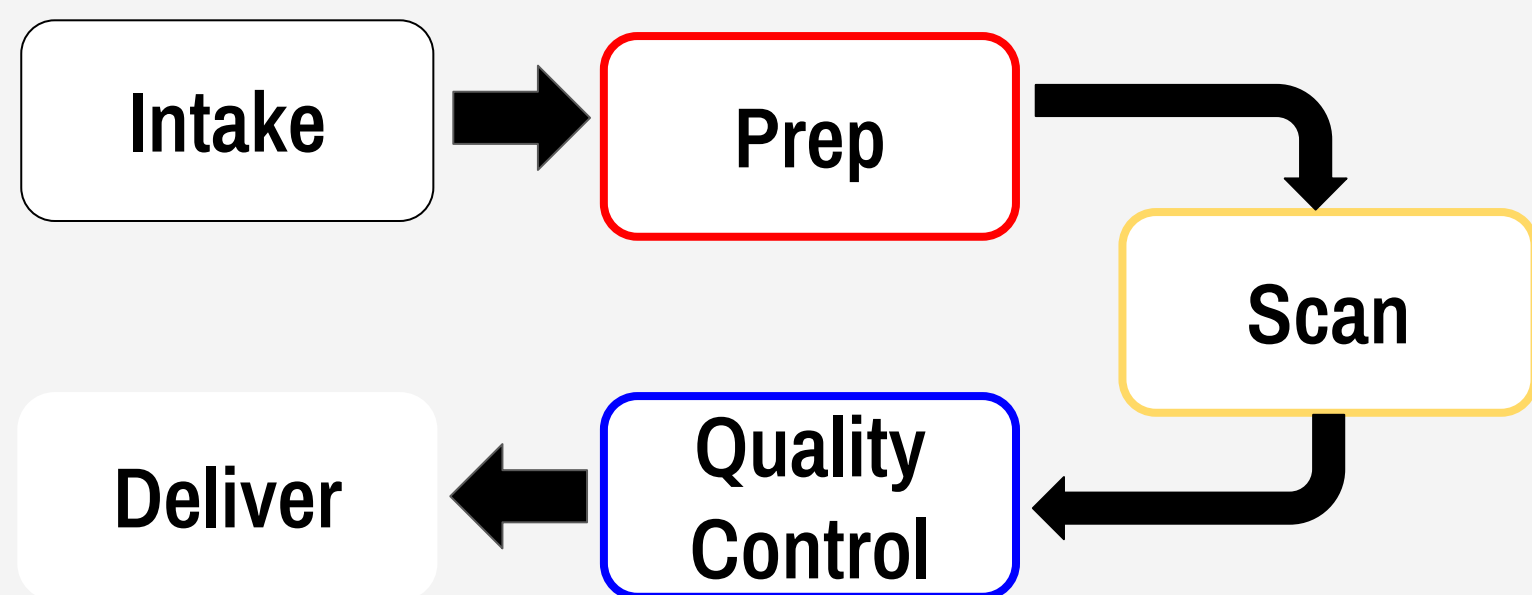
Our goal was to decrease Snohomish County reliance on expensive commercial scanning services by raising in-house scanning throughput without compromising document quality or employee health and satisfaction.

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- Outdated technology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

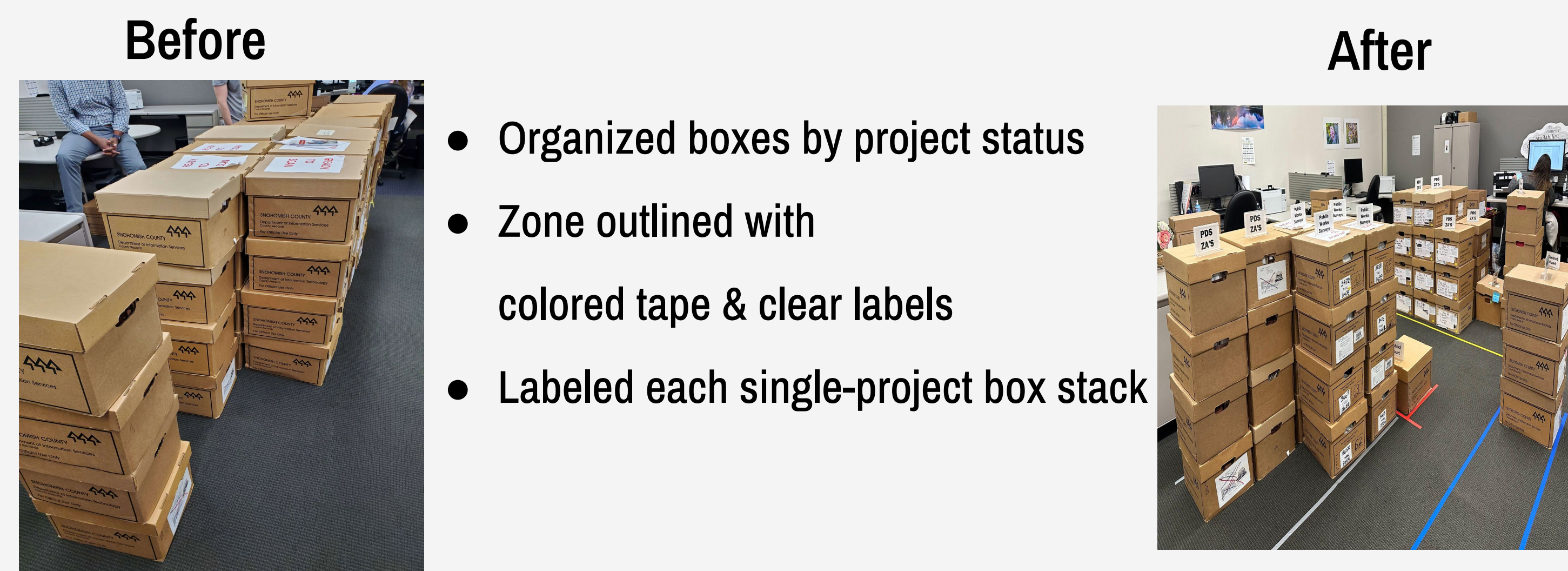
Solutions

Color Code System



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

Box Island



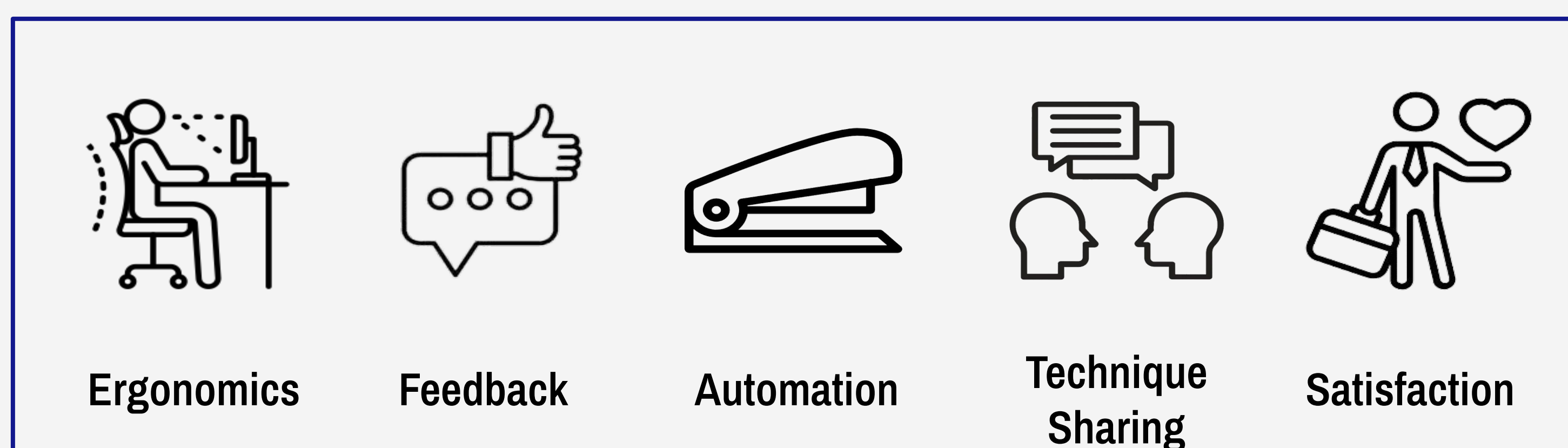
- Organized boxes by project status
- Zone outlined with colored tape & clear labels
- Labeled each single-project box stack

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

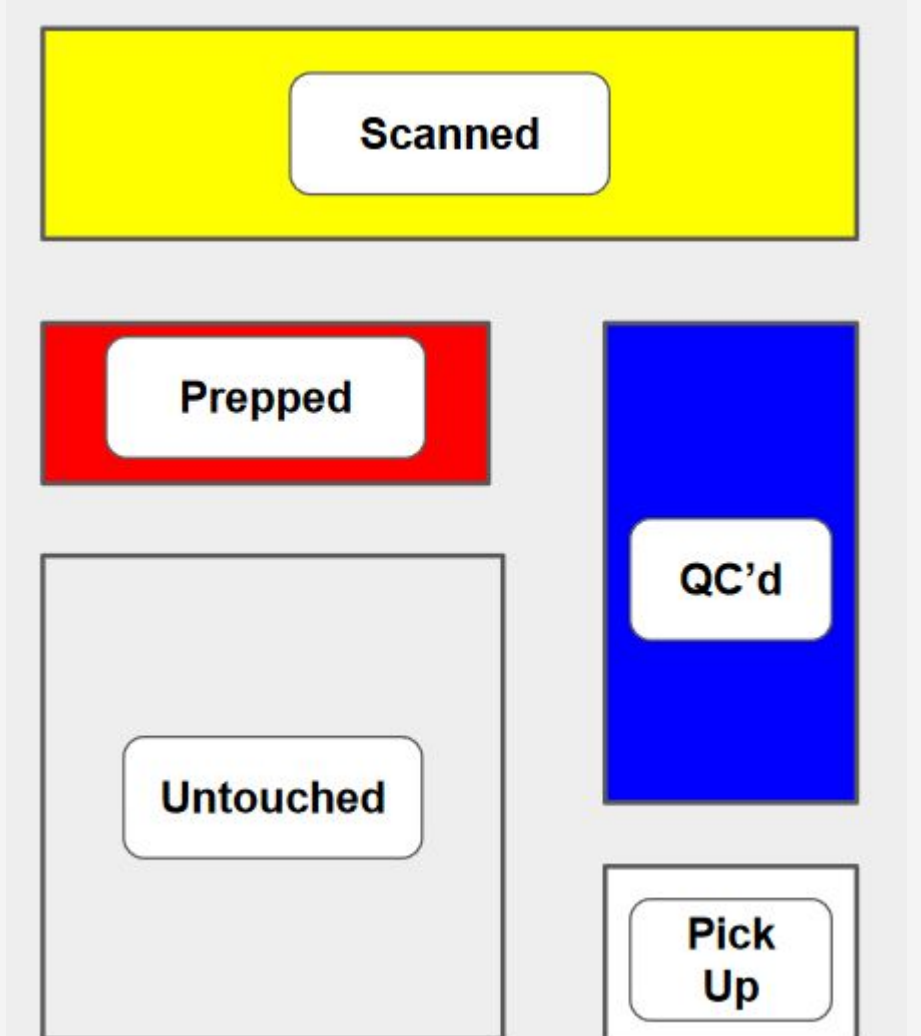
Color Code System

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



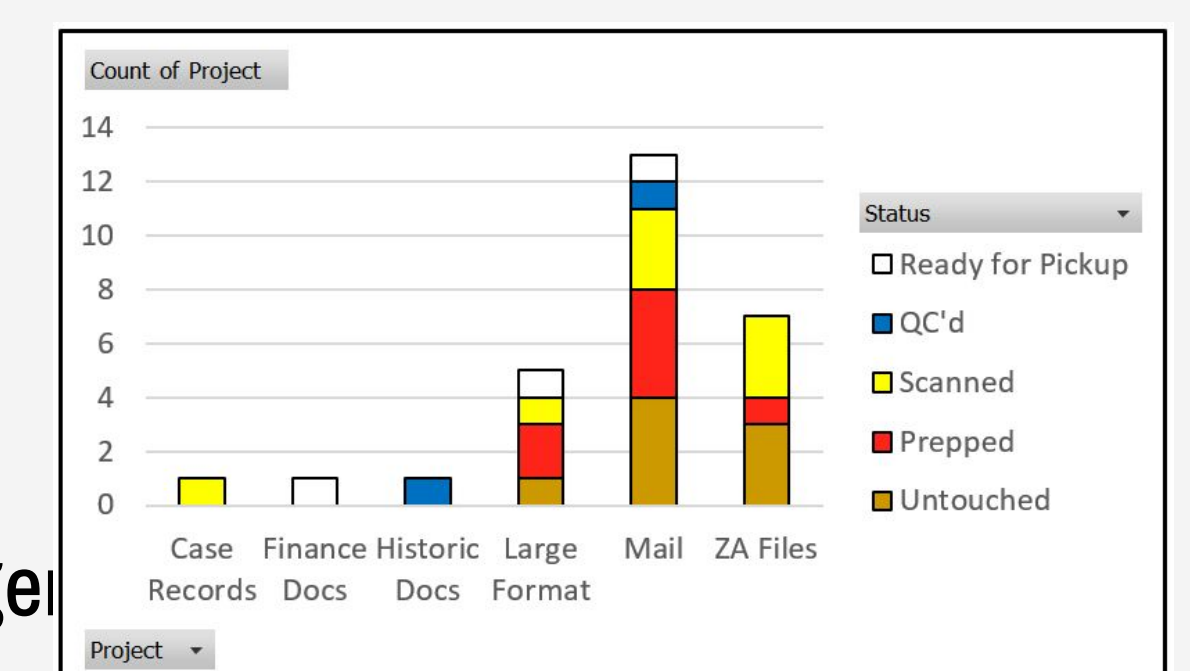
Box Island

- 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!

