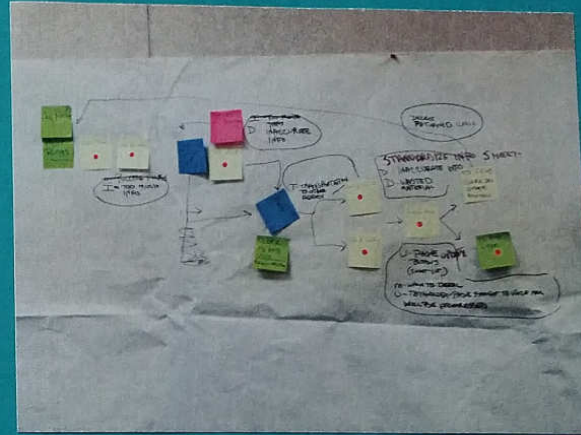
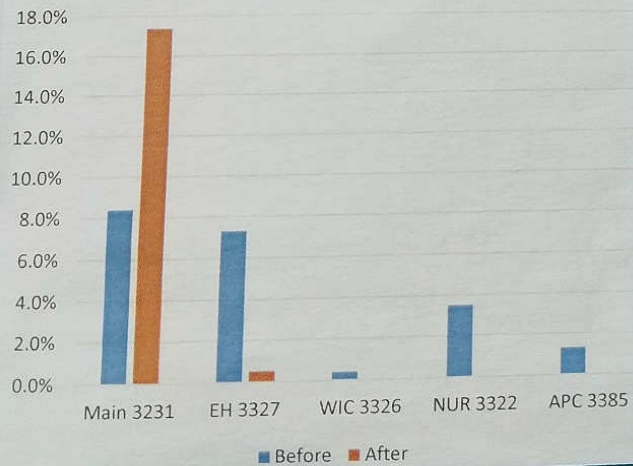


PHONE ROUTING PROJECT - # 1



Average rate of calls received for incorrect division



Phone Routing was selected as one of the first QI projects. Base data was collected and analyzed. Using Lean Ohio and the Lean Ohio Tool Kit the phone routing process was mapped, root causes defined, problems discussed, and improvement strategies were made. An Auto Attendant was set up for WIC and the main line Auto Attendant was updated. The same data was collected after implementation. Bar charts made the outcomes visible. Phone calls received for the wrong division went down in all divisions with the exception of Vital Statistic where there was an increase of fifty percent.