

Region 1 RCRA Inspection and NOV Process

THE PROCESS

This project addressed two aspects of the RCRA enforcement program: 1) the development and finalization of an inspection report where a Notice of Violation (NOV) will be issued; 2) the development and finalization of an NOV.

IMPROVEMENT OPPORTUNITY

RCRA Inspection and NOV process was inefficient and inconsistent, with lead time varying from 40-64 days and the number of process steps varying from 37-42. The completion of NOVs involved three separate tracks. The inspection reports themselves were inconsistent.

The Lean event team had the following goals for process improvement:

- Complete 75% of inspection reports within 30 days of the inspection, and 100% of reports within 90 days
- Finalize the NOV within 30 days of completing the inspection report

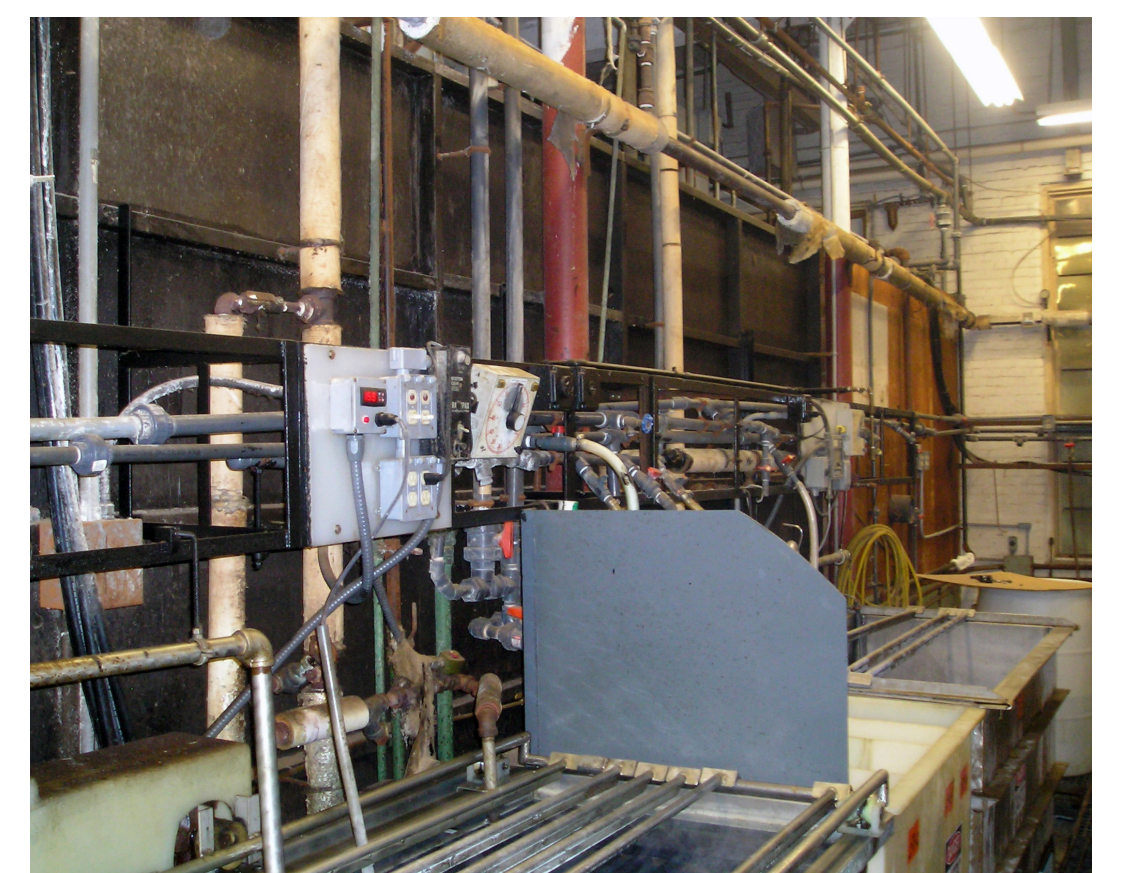


Mapping the process

KEY RESULTS & OUTCOMES

The Lean team identified the following improvements to the NOV process:

- Creation of a standardized template for trip reports
- Creation of a Field NOV process
- Automation of the inspection report, enforcement summary, and NOV writing process



Example of a facility that receives RCRA inspection

Metric	Old Process	New Process	Percent Change
Lead Time (a.k.a. Elapsed Time)	64	20	↓ 69%
Processing Time (a.k.a. Touch Time)	10	7	↓ 30%
# of Process Steps	37-42	12-22	↓ 48-68%

Results are anticipated based on the new process design

The new process will:

- Improve the consistency of inspection reports and NOVs drafted by different inspectors
- Reduce the time to develop and finalize inspection reports and NOVs

This project resulted in a more efficient and effective RCRA enforcement program, enabling more inspections to be done in a timely manner, and better protection of public health and the environment.

EVENT TEAM

Lean Leader: Linda Darveau

Team Champions: Mary Jane O'Donnell and James Chow

Team Leader: Lisa Papetti

Team Members: Rich Piligian, Drew Meyer, Susan Nachmann, Linda Brolin, Don Macleod, Jack Melcher



Front, left to right: Mary Jane O'Donnell, Lisa Papetti, Linda Brolin, Back, left to right: Jack Melcher, Drew Meyer, Rich Piligian, Susan Nachmann, Donald "Mac" Macleod

"I can't believe how much we accomplished in just 3 days, the Lean process really kept us on track and focused."

— Lisa Papetti, Team Leader