SmartLab Process Improvement Form

Submit this form to the [SmartLab Administrator](#) so that your improvement can be tracked and your project can be assessed for a SmartLab Award. You can also contact the SmartLab Administrator to request assistance with this form or your process assessment.

The SmartLab Administrator must validate all details of this form before an award can be considered. Not all submissions will be eligible for an award. Visit the [SmartLab webpage](#) on the employee portal to see all eligibility criteria.

Submission Title:			
Submitter Name(s):			
Department/Unit:			
Implementation Date:			
Training Received:	☐ None	☐ White Belt	☐ Green Belt
Below section is for SmartLab Administrator use only			
Submission Date:		Assessed By:	
Qualifies for Award:		Assessment Date:	

Description
What was the problem?
How did you assess and address the problem?
How is the process better now?

Note: The first item of every table is an example.

Monetary Savings		
Supplies decreased, revenue increased, or other direct budgetary impact		
Expense/Revenue	**Before**	**After**
Ex: Printer paper - $5.79 per ream	12 reams per month	8 reams per month

Errors Reduced		
Errors or rework that occurred within a process		
Error	**Before**	**After**
Ex: Incorrect printing specs. sent to artist	3 per month	0 per month

Amount of Outputs Increased		
Items or services provided over a period of time		
Item/Service	**Before**	**After**
Ex: Business licenses renewed per month	40 licenses	52 licenses

Time Savings – External Customer

Time that the customer spent to wait for or complete a process

Process	Time Before	Time After
Ex: Time spent waiting on hold	8 minutes	4 minutes

Time Savings – Staff

Time spent by staff to complete a process

Staff Job Title and Action Performed	Time Before	Time After
Ex. Financial Analyst doing monthly report	8 hours per month	4 hours per month