



NHDES Wastewater Engineering Bureau

General and Individual NPDES Permit Process

Summary

Identify the work flow process associated with the NPDES General permit, individual permit and the General Permit NOI.



Using Lean Value-stream mapping, we were able to visually see and better understand the process. We informed database development.

Team

Sponsor:

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Participants:

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- Tracy Wood

Facilitators:

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The Process

Wastewater Engineering Bureau (WWEB) staff defined and mapped the work flow process associated with the National Pollutant Discharge Elimination System (NPDES) General Permits, Individual Permits and the Notice of Intent (NOI). We also identified types of information that the state currently collects and needs (e.g. forms and milestone dates) to inform and streamline database development.

The Problem

- Every five years, general and individual permits are reissued by EPA.
- NHDES reviews NOIs submitted by entities needing permit coverage for 5 of the 12 general permits, as well as application forms for individual permits.
- Current process is not well-documented and needs to be fully understood to develop the database.



The Goals

- Document the procedure.
- Identification of data collection and retention at each step.
- A new database is being designed that will incorporate these processes and data flows.

The Lean Process

The event took place over three days. With input from participants, we:

- Reviewed the goals of the project.
- Mapped the current General and individual Permit processes as well as the General Permit NOI process using swim lane mapping.
- Reviewed the items contained in the current NPDES database and brainstormed bright ideas to be considered at a later time.



The Results

The team documented a current state which has the following benefits:

- Clearly identifies work flow process.
- Documents the handoffs that exist between state and federal agencies.
- Identifies information the state collects and needs as part of this process.
- Will inform and streamline database development.
- Beneficial Lean training opportunity for all team members.

