



NHDES Air Resources Division, Compliance Bureau

Asbestos Process Mapping Event

Summary

Document and map the procedures associated with Asbestos licensing, the AHERA inspection grant lifecycle, NESHAP inspections, and Complaint investigations



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

Team

Sponsor:

- Sheri Eldridge

Participants:

- Steve Cullinane
- Tom Livingston
- Anne Keach
- Ben Giorgi
- Samantha Crane
- Linda Magoon
- James Tilley

Facilitators:

- Dan Hrobak
- David Smith

Contact

- Steve Cullinane

The Process

Asbestos Compliance staff defined and mapped the work flow process associated with the Asbestos licensing, the AHERA inspection grant lifecycle, NESHAP inspections, and Complaint investigations.

We also identified specific role assignments and time value measures to inform and assist in the development of SOPs and work instructions.

The Problem

- The current Asbestos Section Supervisor is retiring.
- Current process is not well-documented and needs to be fully understood to ensure continued efficient operation during interim without Section Supervisor.



The Goals

- Document the procedure.
- Identification of assigned role and time values at each step.
- Create a current state map with the detail required to create or refine current SOPs.

The Lean Process

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

- Reviewed the goals of the project.
- Mapped the current Licensing process, AHERA inspection grant lifecycle, NESHAP inspection process, and Complaint investigation process.
- Compared previous SOPs to current state map 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 multiple stakeholders.
- Identifies time values at specific steps and lead time required to ensure timely completion, specifically with AHERA inspection grant lifecycle.
- Will inform and streamline future SOPs and work instructions.
- Beneficial Lean training opportunity for all team members.

