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 Process**

**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.

**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.