Increasing Throughput at the Snohomish County Enterprise Scanning Center

Special thanks to our Sponsors and Advisors: Viggo Forde, José Matthews, Melodie McCann, Sarah Alexander, Ruth Danielson, & Chandler Walker

Objectives + Analysis

Our goal was to decrease Snohomish County reliance on expensive commercial scanning services by raising in-house scanning throughput without compromising document quality or employee health and satisfaction.

Phase 1: Initial Assessment

- Decentralized scanning procedures
- Outdated technology
- Lack of organization and structure

Phase 2: Analysis and Iteration

- Iterated solutions based on user feedback
- Discovered crashing issues
- Identified need for a QC feedback system
- Learned constantly and adjusted plans

Solutions

Color Code System

- Efficient Visual Management Tool
- ADA-compliant colors
- Streamlined workflow and improved communication
- Corresponds to five-step process

Box Island

Before
- Organized boxes by project status
- Zone outlined with colored tape & clear labels
- Labeled each single-project box stack

After
- Reduces retrieval time & effort
- Shows backlogs & imbalances
- Simplifies box drop-off & pickup

Living Document

- Transparent & comprehensive inventory tracking system
- Efficient Project Management Tool
- Real-time updates on project status

Other Improvements

- Reduced error rate by 60% for one scanning project
- Technique sharing helps standardize and improve the quality of work
- Automatic destapler reduces pain and fatigue - try it!