

Regulatory Improvement List (RIL) Process

A. Process Steps:

1. Identify improvement idea

- All ORA staff
- Outside Parties

2. Submit improvement idea

- Anytime throughout the month.
- How to submit? Send a completed TellUs form for each idea to the IC.

3. Receive & log improvement idea (IC Team)

- Ideas are reviewed and logged once each month
- IC will ensure the idea complies with the RIL scope
- Determine if it is already listed as an idea (if it is similar, check with the original submitter to verify the idea is the same. If so, add that submitter to those who will be notified as the idea moves forward)
- Clarify the idea with submitter if needed
- Items approved will be entered as 'Potential' and assigned a tracking number
- Any agencies identified in the Idea request will be notified
- Collect agency feedback

4. Categorize & prioritize idea (RIL Team)

- Categories to include:
 - Statutes, Rules – RCW/WACs
 - Policy & Process Changes
 - Information / Education
 - IT System Improvements

5. Determine status

- Move to Active (ready to take next steps).
- Move to Closed (not a feasible idea...ever).
- Move to Inactive (not feasible right now, will revisit in 6 months).
- Move to Completed (Idea has been completed).

6. Assign improvement idea (RIL Team)

- The RIL Team will assign Active improvement ideas to Action Leaders where appropriate and defer to Director as necessary. Note: May need assistance from other ORA staff to determine the appropriate assignment.

7. Define improvement idea further – Research/Exploratory Phase

- Additional definition of idea - further define problem, relevant agency(s), determine priorities, feasibility, value (is it a good idea?) and next steps.

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- The Improvement Action Leader with the submitter of the idea and impacted agencies work to clarify and define the improvement idea.

8. Begin improvement process

- Note: item will be worked by the ORA Improvement Action Leader.
- ORA Improvement Action Leader will provide periodic status updates to the Information Center. Update timing will be determined at initiation of the process.
- IC Team will update log with progress to date.

9. When to Close an idea

- Never feasible
- Costs outweigh benefits
- Other initiative is working it
- Benefits very few people
- Agency differences of opinion as to what should become an activity under ORA.

10. When to move an idea to Inactive

- Not feasible at this time

11. When to move an idea to Completed

- Improvement made

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B. Definition of Improvement Log Form Fields:

Data fields in log will include:

- Date of request
- Status
 - Is this a new idea (Potential)? Or a Completed idea?
- Category
 - see B-4, if known
- Source of Idea or Request
 - Where did you hear about it? On the phone at a meeting?
- Requester of Change
 - Who mentioned it to you?
- ORA Staff
 - The ORA staff person who submitted the Improvement Log form
- Issue or Background Information
 - What is the problem? Or what do we need to know to understand the idea?
- Idea for Improvement
 - How can we improve? All ideas must be with the ORA IL Scope.
- Lead Organization
 - Which organization will be making the primary changes?
- Organizations Impacted
 - Which organizations will be making a change because of the improvement?
- Effort
 - Will implementing this improvement take a lot of effort?
- Priority
 - Is implementing this improvement a priority effort?
- Benefits
 - What are the benefits of completing this improvement action?
- Next Steps
 - What are the next steps toward making this improvement?
- Target Next Steps Date
 - Do you have a date when the next steps will be completed?
- ORA Improvement Action Leader
 - The ORA staff person who is tracking the Improvement Idea through the process
- Status
 - Current action being taken on the idea
- Comments

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- Provide a brief statement of what is being done, status updates, etc.

Improvement Log and Ideas will remain visible:

- Log will be posted to web room (or SharePoint site)
- Log of ideas will be reviewed periodically (once a month by the IIL Team)