



MS-1 Report Lean Project



Summary

The goal was to improve our efficiency and accuracy in collecting the MS-1 data.

Using Lean principles, the Municipal Services and Property Appraisal Divisions were able to create an electronic report to feed directly into a database. This process has greatly improved our efficiency and accuracy.

Accomplishments

- Created a “smart form”
- Eliminated data entry
- Improved data accuracy
- Increased quality control
- Provides cost saving by eliminating mailing expense

Team

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The Service

The MS-1 is a ten-page form completed by every municipality in the state. The form collects parcel information, assessment figures, current use data, and exemption information. This information is critical in setting tax rates, and to determine the equalized value of every municipality in New Hampshire.

The Problem

This is a cross-divisional form due annually on September 1. The Divisions were spending a considerable amount of time inputting and verifying data from the form. A mistake in data entry could cause a domino effect creating a delayed or an incorrect tax rate. Additionally, approximately 1/3 of all municipalities amend their filings, thus creating additional data entry.

The Goal

We had six objectives:

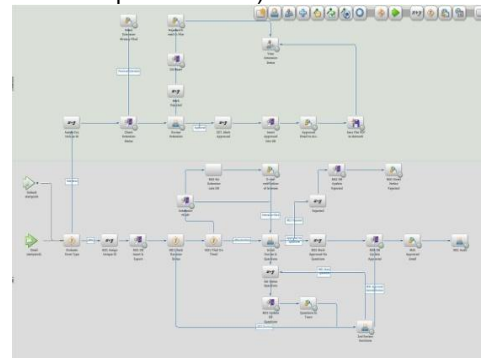
- 1.) To provide electronic filing in a user-friendly format
- 2.) To eliminate data entry
- 3.) To streamline the timeline between the Property Appraisal and Municipal Services
- 4.) To ensure 100% data accuracy
- 5.) To reduce our “non-compliant” forms by 50%
- 6.) To improve our MS-1 status tracking knowledge

The Lean Process

- The first step was to map our current process (see picture below).



- We identified areas where the holdups were occurring.
- We reviewed the entire process to determine the number of “stops” and manual reviews each form was receiving.
- Every teammate was encouraged to give “bright ideas” and identify Kaizens (change for the better).
- We identified the resources necessary to accomplish the mission.
- We mapped our future state (see picture below).



The Results

- We created a form with the ability to electronically transfer the data by email.
- The information is “data mapped” to automatically populate the MS-1 database.
- We have eliminated data entry for all electronic filings.
- We have eliminated data entry errors.
- We have updated the database to track the status of a municipality in real time.

“TO HAVE A GREAT IDEA...HAVE A LOT OF THEM

— [Thomas Edison]