



Smart Station flat

- Consolidation of routine tasks and use of ICT to promote work-style reform -

Smart Station



Background and Reason for the Project

With the goal of advancing work-style reforms, Saitama Prefecture aimed to streamline routine and administrative tasks within the prefectural government and create more time for regular employees to engage in creative work.

Additionally, while the prefecture had met the legal employment quota for individuals with disabilities, there was a need to further support their employment to reach the prefecture's target rate of 3%.

Smart Station flat (hereinafter "flat") was established within the Personnel Division of the Department of General Affairs in April 2020 as an inclusive workspace for disabled and non-disabled employees. It aims to boost productivity and creativity throughout the prefectural government by consolidating routine tasks and improving efficiency through ICT and other means.

Project Aims

The prefectural government aims to streamline routine tasks, optimize their processing through ICT, standardization, and batch processing, freeing up time for regular employees to concentrate on creative work and driving work-style reform.

It also aims to promote the employment of individuals with disabilities and foster greater understanding of their employment within the government.

Project Outline

1. flat's management structure

In addition to three permanent employees, flat employs approximately 30 staff members (appointed for the fiscal year) to perform duties. Of these, around 10 are individuals with disabilities, creating an inclusive work environment where both disabled and non-disabled individuals work together.



Consolidated and batch processing

2. Services provided by flat

(1) On-Demand Services

flat currently provides 18 core services, including photocopying and document assembly for presentations, label application, and business card creation. Additional services can be provided based on the needs of each organization.

The services are divided into teams handling ICT tasks and manual tasks, allowing for seamless task progress management.

(2) Scheduled Services

flat handles the collection and distribution of mail addressed to various divisions within the prefectural government building, as well as delivering the evening

newspapers, making daily rounds at designated times on multiple routes.

Alongside its on-demand and scheduled services, flat also manages the registration of IP phones for remote workers, which have become increasingly necessary during the COVID-19 pandemic, and provides loaner mobile PCs and webcams to telecommuters.

Features and Innovations

1. Streamlining Routine Tasks

flat aims to enhance the efficiency of routine operations within the prefectural government through integrating and optimizing tasks using (1) ICT, (2) Standardization, and (3) Batch Processing.

(1) ICT

flat's approach involves leveraging technology to streamline operations, such as using AI-OCR to tabulate questionnaires and AI voice recognition to create meeting minutes. This approach enables staff with disabilities to perform a wider range of tasks.

It also utilizes ICT for service management by implementing an order and supply management system and an online daily report system to support staff with disabilities. These processes also allow disabled staff to gain experience with ICT systems.



Using ICT to improve efficiency

(2) Standardization

flat has standardized certain aspects of government operations, such as the size of indexes used in file preparation and the font of labels. These improvements reduce the need for instructions, speed up tasks, and eliminate guesswork.

In addition, staff can easily visualize deliverables,

preventing issues at delivery.

(3) Batch Processing

flat is equipped with office processing equipment such as paper folding machines, box sealing machines, counting machines, automatic cutting machines, and book scanners. These facilities enable it to service requests from various departments in one place. It is thus able to perform quick and accurate processing through its skilled staff's ability to perform the same task based on standardized specifications repeatedly.

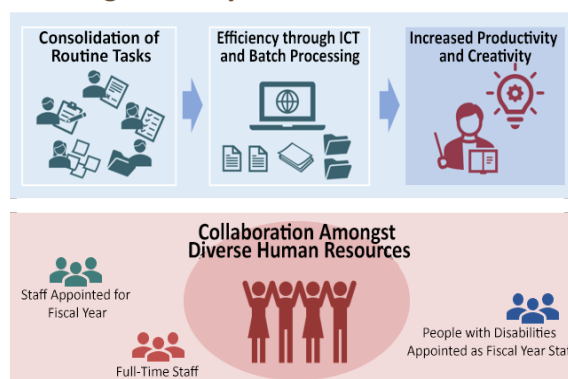
2. Further Promoting Employment of People with Disabilities

flat embraces a collaborative working style that brings together disabled and non-disabled individuals to work on shared tasks.

This approach enables tasks to be performed in a diverse and scalable manner, accommodating the unique characteristics of each individual's abilities.

It is expected that working together will foster understanding amongst non-disabled staff while stimulating disabled staff and motivating them to improve their skills.

Promoting Work-Style Reforms



Results of the Project

Streamlining routine tasks within the government frees up more time for employees to perform more creative work.

ICT, standardization, and batch processing enable routine tasks to be performed more efficiently and cost-effectively compared to when individual divisions performed them.

A recent survey of staff members revealed that 90% of

those who utilized flat's services saw a reduction in their workload.

Moreover, its inclusive approach to hiring people with disabilities provides these individuals with meaningful employment opportunities and promotes a more accepting and understanding workplace culture within the prefectural government.

Issues, Problems and Responses

The nickname "flat" infers a workplace that embraces diversity, where both disabled and non-disabled individuals can work on an equal playing field and that staff can visit casually as required (due to "flat" sounding like a Japanese term for "casually visit").

With the support of its employees and partnering organizations, flat aims to raise awareness about disabilities and foster a culture of inclusiveness and mutual respect while operating in a stable manner.

Future Developments (expected effects and project vision and issues)

flat is dedicated to advancing work-style reforms within the prefectural government offices by streamlining routine tasks through integrating innovative technologies such as ICT. The improved efficiency it provides enables regular employees to allocate more time towards innovative projects, thereby enhancing the overall productivity and creativity of the prefectural government and leading to improved services for citizens.

flat also provides opportunities for its staff with disabilities to develop their skills and advance their careers.

Reference URL

https://www.pref.saitama.lg.jp/a0201/flat/flat_open.html

(Saitama Prefecture's website: About Smart Station (flat))

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