

**Public Works Streets – Business  
Operations Administration (BOA) Work  
Order Project  
Black Belt - DMAIC**



**Problem Statement:**

The BOA role spends much of its time checking, chasing, and correcting many of the inputs that are received. This has resulted in an increase in non-value added work and waste throughout the 'Work Order Process'.

**>25%**  
**Error Rates**

**Pre-Implementation**

**<3.0%**  
**Error Rates**

**Post Implementation**

**Work Effort  
Reduction  
2.5hrs/week**

**Executive Summary/Process Improvement**

Weekly measures – Key Performance Indicators – reported internally & externally:

- Weekly attestation;
- Open communication when errors occur;
- KPI's that measure individual & process performance;
- A reduction in error rates has also reduced non value added work;
- Spin Off Projects: Service Requests & Mobile Work Order Technology - INFOR

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