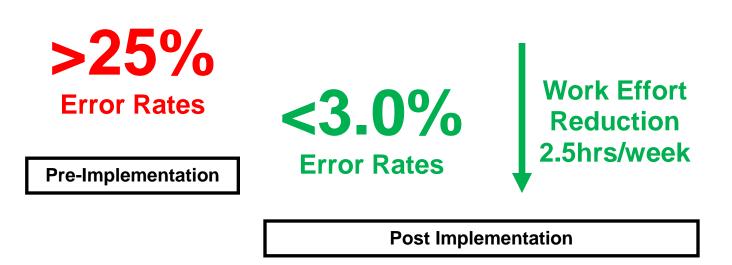
## Public Works Streets – Business Operations Administration (BOA) Work Order Project Black Belt - DMAIC



## **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'.



## **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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