

EMO Recovery: Flood 2018

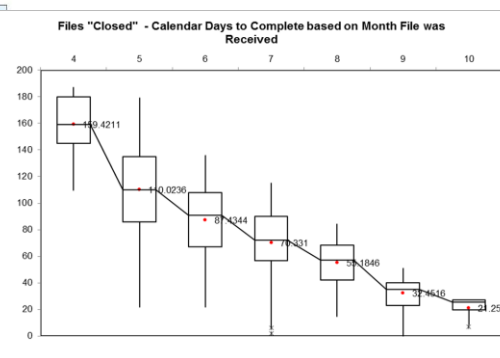
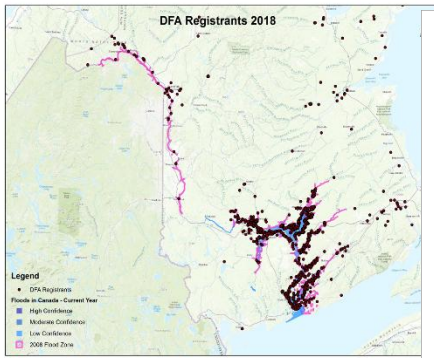


Problem Statement

In April 2018, the Spring Freshet occurred which was an unprecedented event. Current processes were designed to handle a small volume of claims (mean of 600 claims in prior events). In the 2018 event, over 1000 claims were received and the damage estimates were higher than previously experienced. With this extreme situation, staffing increased from 9 to over 70 individuals being engaged in either recovery or response efforts.

Goal Statement

With these volume increases, the process timeframes have been under stress. Previously, events, saw claims resolved within a year. However, this event saw a greater demand to have claims resolved as soon as possible.



	June Status	Dec	Out of
Daily Management	0	8	12
Process Management	0	5	8
Initiative Management	0	14	16
Strategic Management	1	3	24
Performance Management	6	8	28
Total	7	38	88
	7%	43%	442%
			Improvement Rate

Executive Summary

In June, EMO Recovery undertook a process review to stabilize those processes, and to make recommendations on future processes.

- Process Classification Framework (PCF) was established
- Key processes were documented, included work instructions
- Installed Daily Management
- White Belt / Waste Walk Training was delivered, identifying 70 different improvements
- Kaizens completed
- 2 Green Belt projects were launched

Result/Outcome

- Formal Management Audit (FMS) score improved 442% from initial score
- Overall process timelines decreased from mean of 159 days to 21 days (86% decrease)
- 22 recommendations are in progress
- Adopted an Operational Dashboard to maintain process stability

Contact for further information:

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