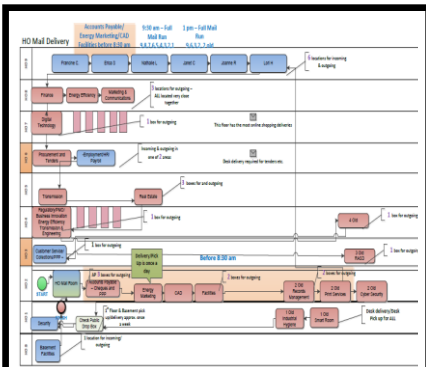


NB Power Head Office Mail Delivery Green Belt Project

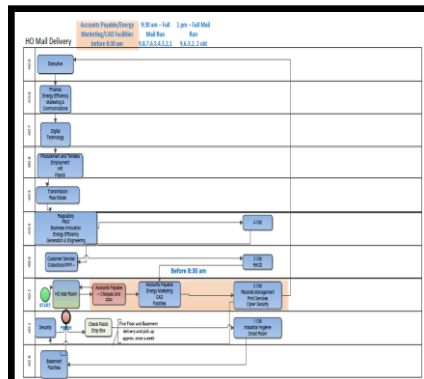


Problem Statement:

Head office mail delivery needs to be reconsidered from all angles including drop off, sorting, mail received and delivered, volume/weight, distribution and mail out preparation. Mail delivery is inconsistent with a different process in place for each floor. Some floors have centralized drop off/pick up locations, some have Administrative Service Representative's (ASR) assigned to distribute mail, while other floors have mail delivered directly to their desk. This is a time consuming and labor intensive task.



As Is Process Flow Map



To Be Process Flow Map



As is Spaghetti Diagram

Executive Summary/Process Improvement

We are reducing time and effort in our internal and external mail delivery by streamlining this process, maximizing resources, improving safety by investing in necessary equipment and establishing industry standards and best practices.

Contact for further information: adean@nbpower.com