



CITY OF FORT WAYNE



REDUCING THE NUMBER OF MISSED TRASH PICKUPS

Six Sigma Project Overview

PROBLEM

Missed garbage pickups result in increased costs and dissatisfied customers. The goal is to reduce missed garbage pickups by 50%.

Savings

- + \$195,000 a year
- + \$977,000 over a five-contract with National Serv-all

SOLUTION

Measurement and analysis uncovered several reasons for missed garbage pickups. The City's garbage contractor, National Serv-all, took proactive steps to reduce problems including reducing the size of some routes. The City and National Serv-all created a partnership manual and the City now inspects routes each day.

Factoid

The City of Fort Wayne uses Six Sigma to improve customer service and increase the effectiveness of city government. Data based decision-making and empowerment of employees are key components to the success of the program.

SAVINGS

A savings of \$195,000 a year has occurred as a result of the 50% reduction in missed garbage pickups. Other benefits include an improved partnership between the City and National Serv-all. Customer service has improved and the City had a day with zero missed pickups.

Six Sigma Team

Dawn Ritchie, *Project Leader/Black Belt*
Ted Rhinehart, *Champion*
Matt Gratz, *City Solid Waste*
Angela Lewis, *National Serv-all*
Bob Young, *National Serv-all*
Mike Welch, *National Serv-all*