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CITY OF FORT WAYNE

Data Control IS/TO “Read Only Work Order
Processes

Six Sigma Project Reviews

PROBLEM

Data control receives and processes approximately 22,500 IS/TO "Read Only" work orders each year. Each work order requires information to be entered manually into the computer by staff. There are 3 clerks that process a total average of 90 work orders per day, which takes 14.4 hours a week to complete.

SOLUTION

Eliminate non-value added activities by automating the IS (Initiate Service) process for read-only orders, thus eliminating the need for manual re-entry of various information into the billing system and utilize the Work Order Desk Clerk to expedite the hand-off of orders to Data Control for processing (utilizing online Excel log for reference). This will reduce man-hours and cycle time per week.

SAVINGS/ BENEFITS

Reduced man-hours per week from 14.4 to 6, including reducing the overall process steps from 31 to 17. The projects demonstrated that existing staff of 3 can perform the duties thereby no demand for a fourth position (a savings of \$34,000/yr including fringe benefits), an annual savings of 374 applied man-hours for IS/TO Read Only process, 26 man-hours for New Sets process, supplies, and more available time for staff to conduct other job related duties.

Savings

400 man-hours per year
\$3,010 annual supply savings
\$7,556 annual applied labor savings
\$34,996 annual salary savings*

*includes fringe benefits

Factoid

The primary Lean tools used in this project were Value added/ Non-Value added analysis and TAKT Time Calculation.

Six Sigma Team

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