# YCOE P&P Strike Team: Work Flow Optimization and Continuous Improvement

Work Request System

#### One YCOE: Commitment to Excellence

 YCOE is committed to continuous improvement in pursuit of excellence in everything we do

#### How do we get to excellence?

How can we optimize our process and engage in continuous improvement?

- 1. Workflow Optimization
- 2. Continuous Improvement

Identify the
Workflow to be
Optimized and
Membership

Shared Understanding: SOPs Intended Outcomes

#### **Members Ask:**

- a. What's working well?
- b. What would improvement look like?

#### **Members Articulate Change Ideas:**

- a. Goal
- b. Drivers
- c. Actions

Apply the workflow as designed adhering tightly to Workflow SOPs

If the test shows

Identify the
Workflow to be
improved AND
trained Membership

Clarify the purpose of the workflow and the optimal outcomes for end-user

#### **Members Articulate Change Idea:**

- a. Goal
- b. Drivers
- c. Actions

improvement, update the SOPs

idea for 3 weeks

Test the change

If the anticipated improvement again has not been achieved, consider redesigning the entire workflow

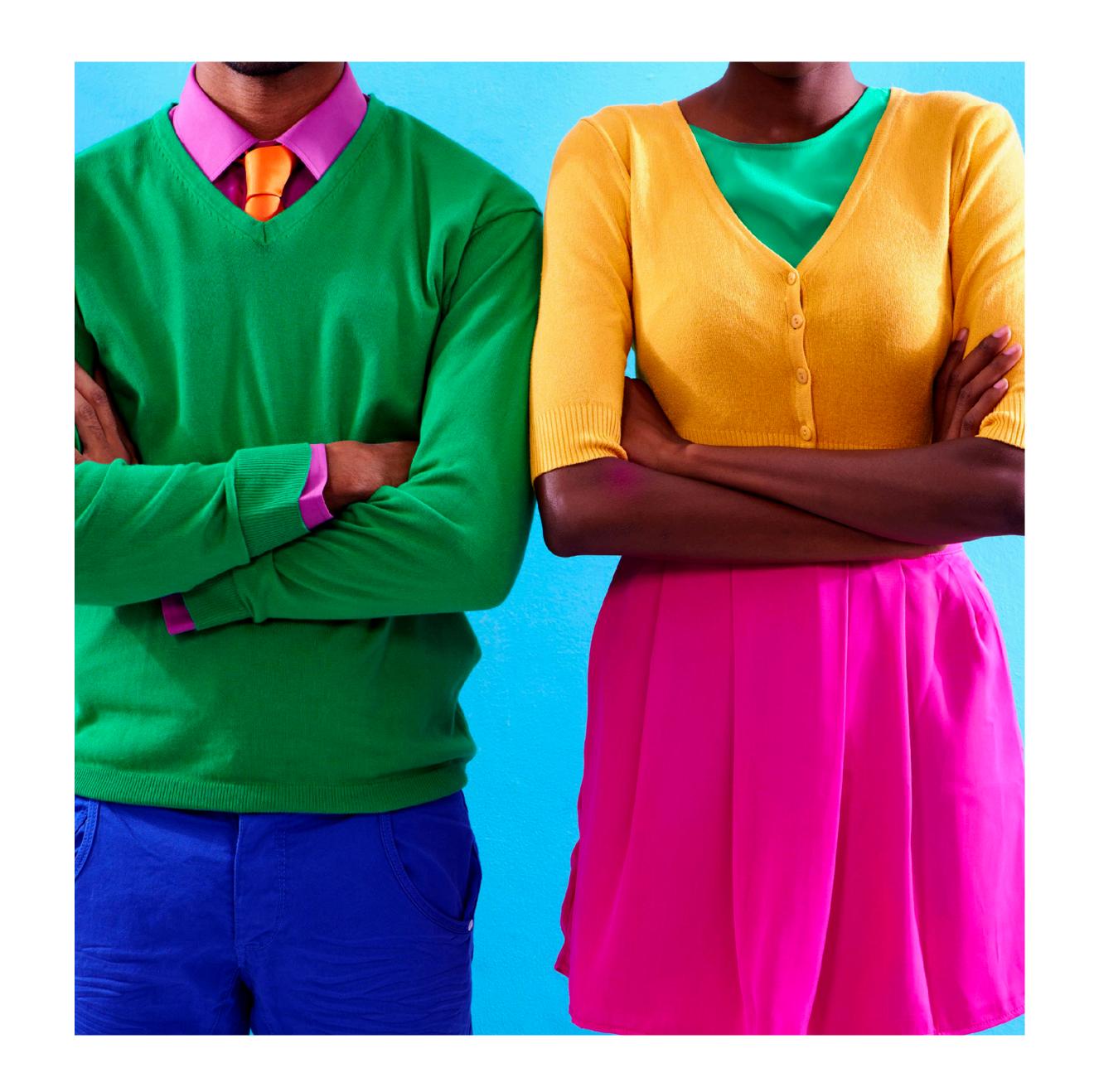
If the 2nd test shows improvement, update the SOPs

If the anticipated improvement has not been achieved, re-design the test idea and test again

Test the change idea for 3 weeks

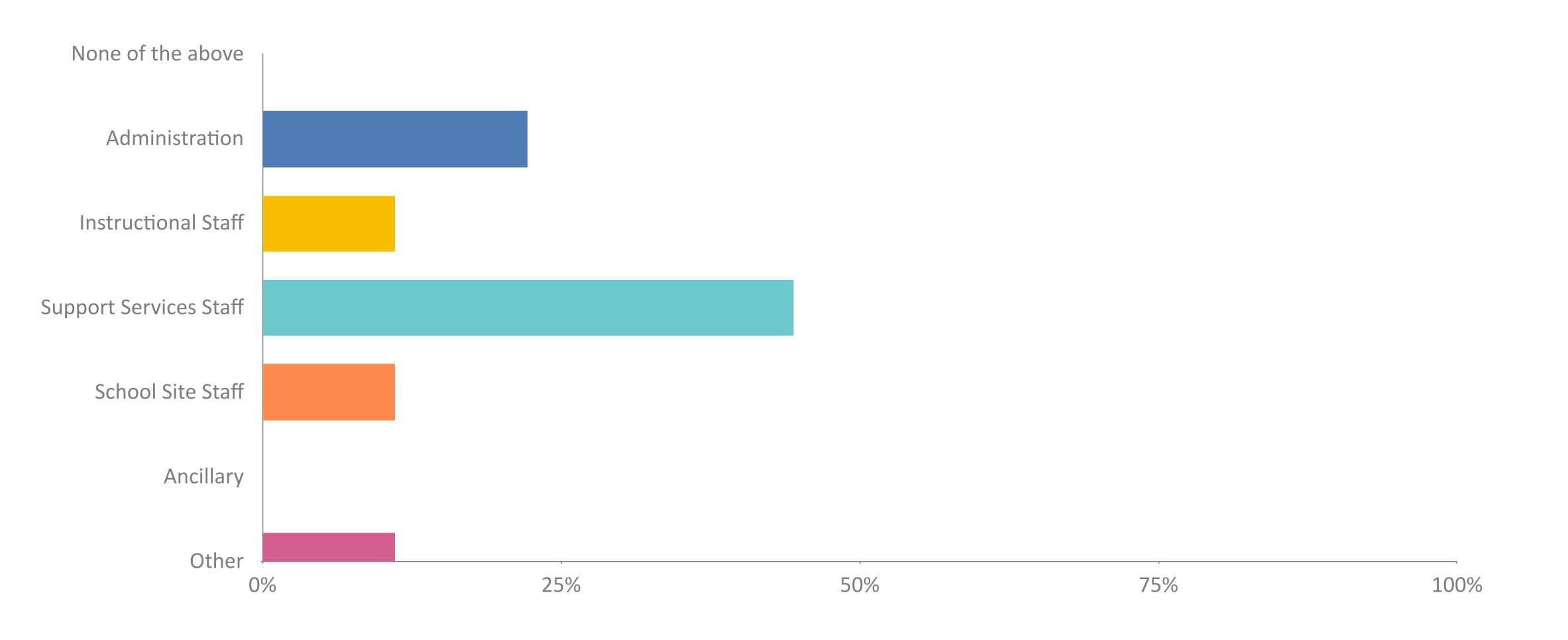
## First things first Listen and learn

- Our continuous improvement and workflow optimization begins with you.
  - What's working well?
  - What are our opportunities for improvement?

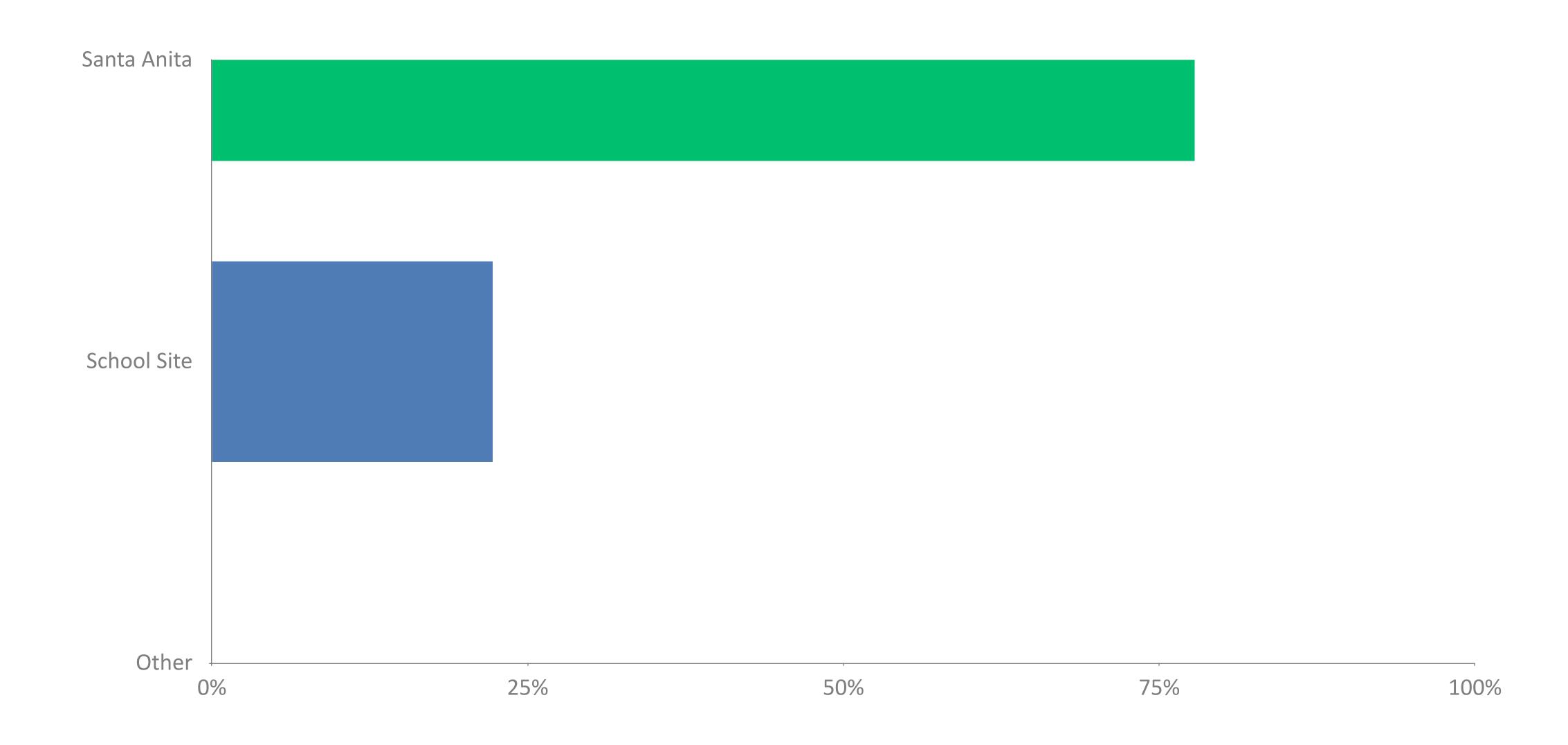


## We took a survey to help us understand you...

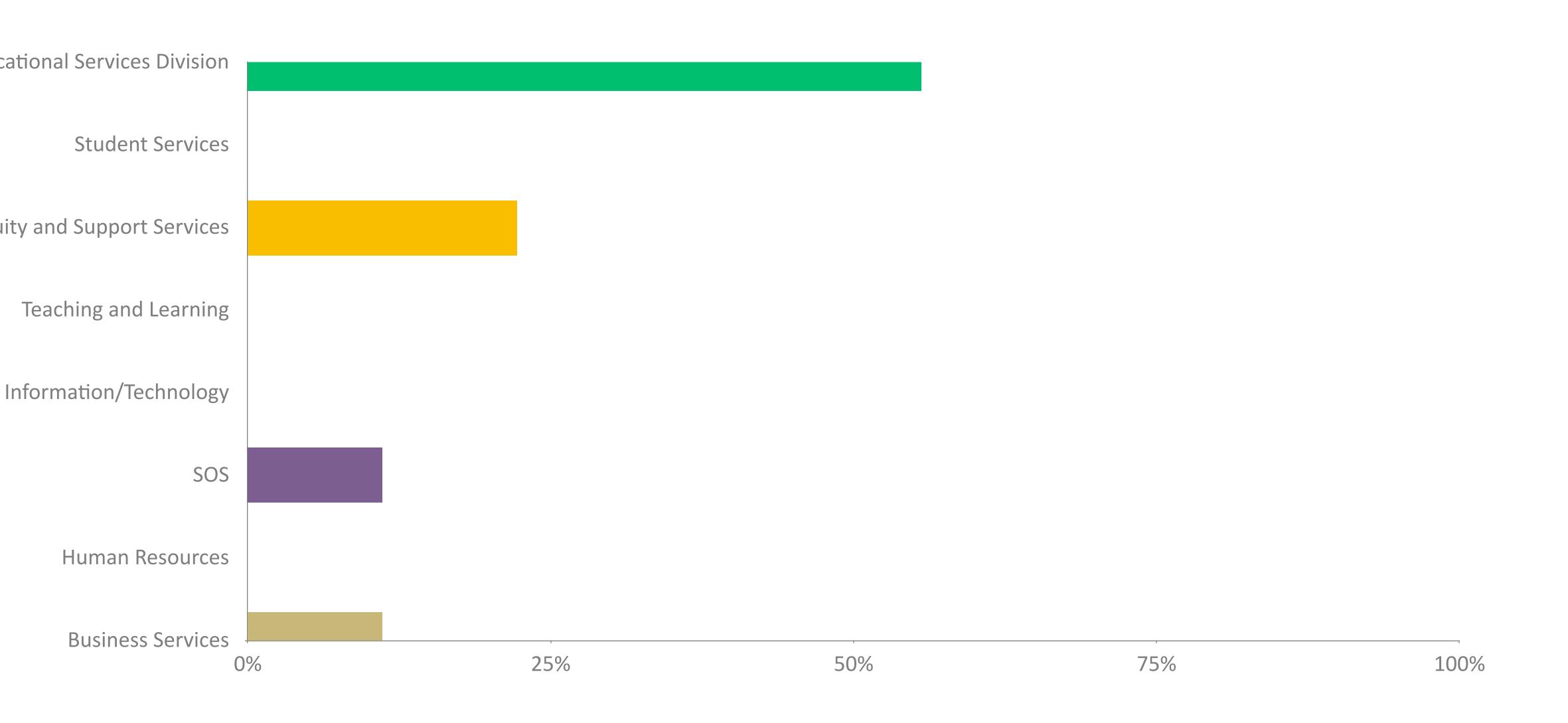
#### Q1: My professional role with YCOE is best described as:



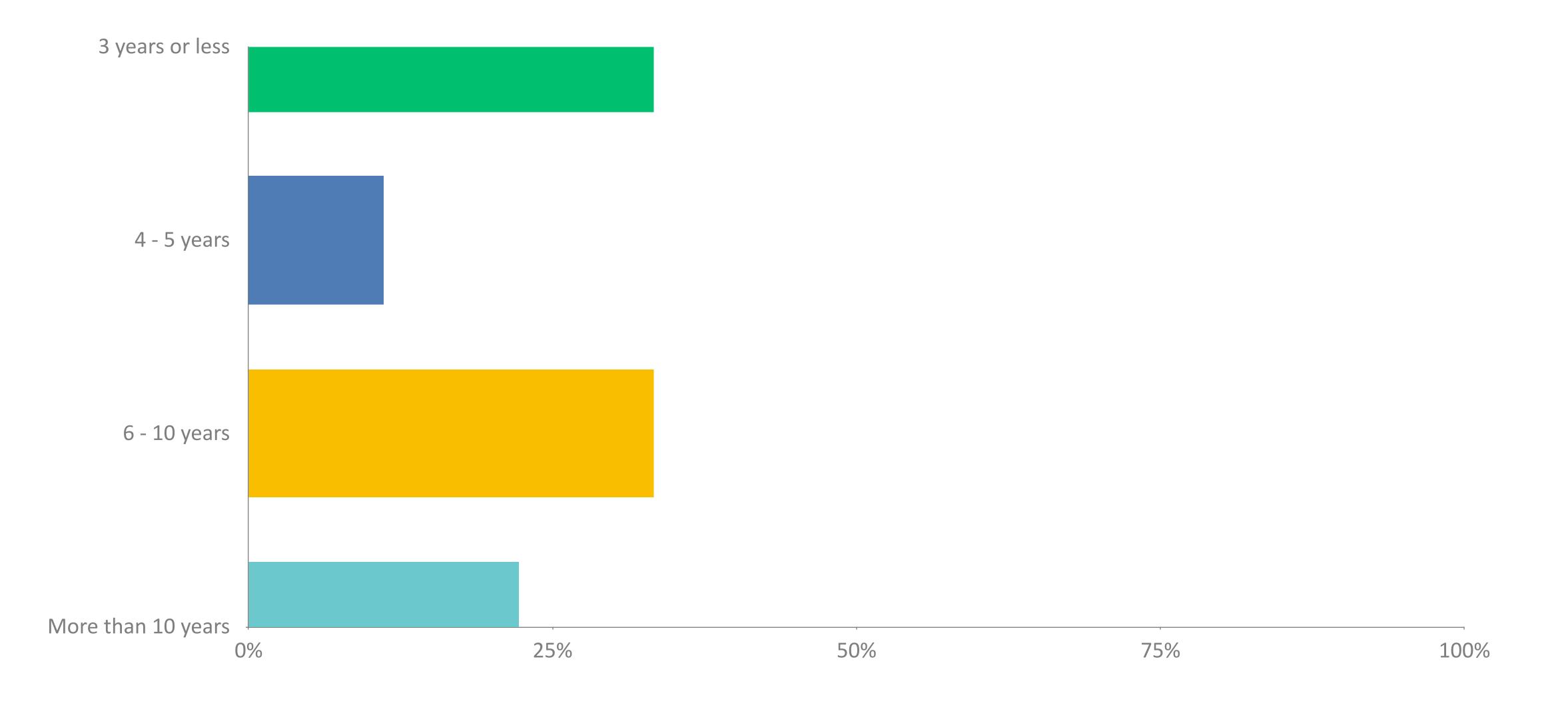
#### Q2: My primary service location is:



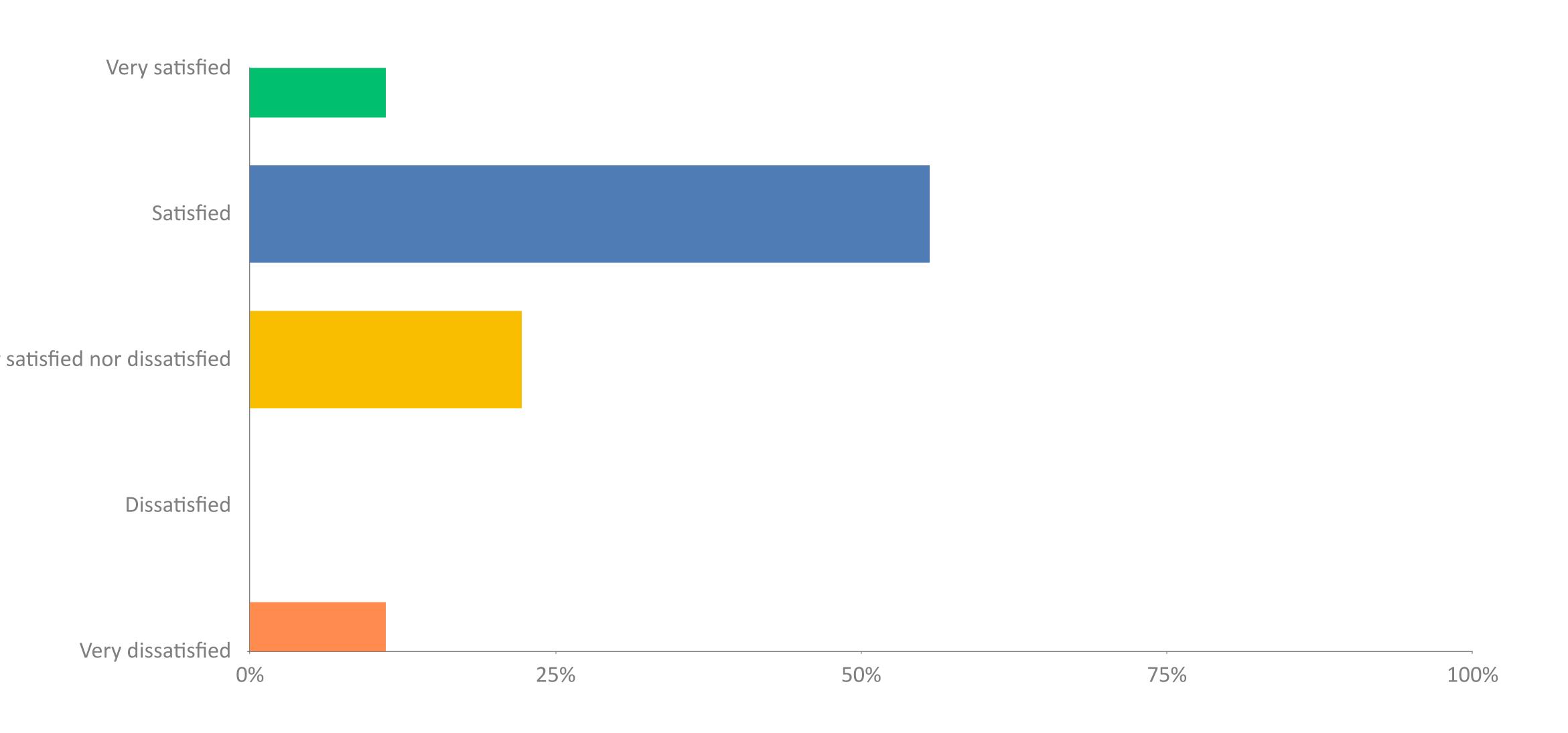
#### Q3: My service department is:



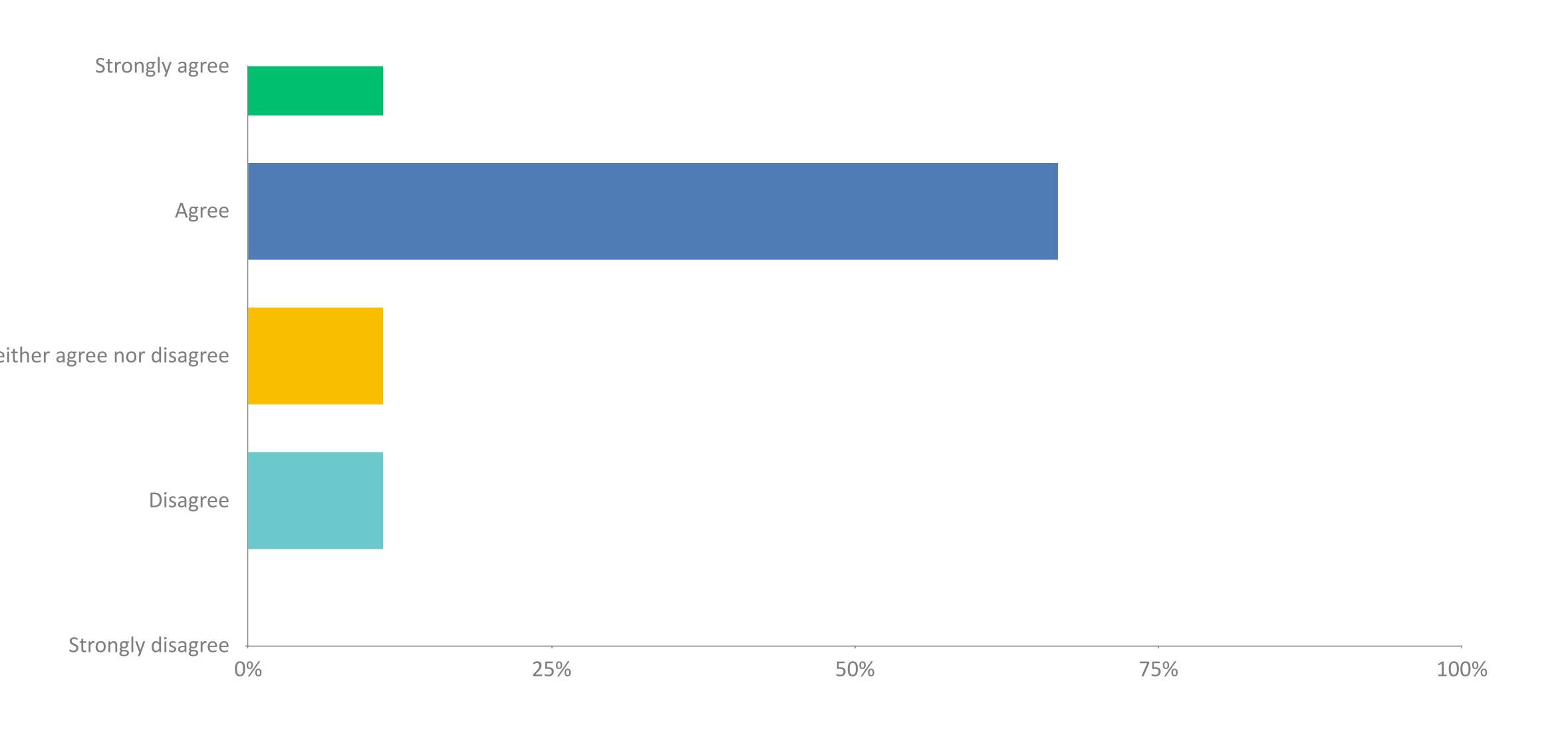
#### Q4: I have been in service with YCOE for x many years:



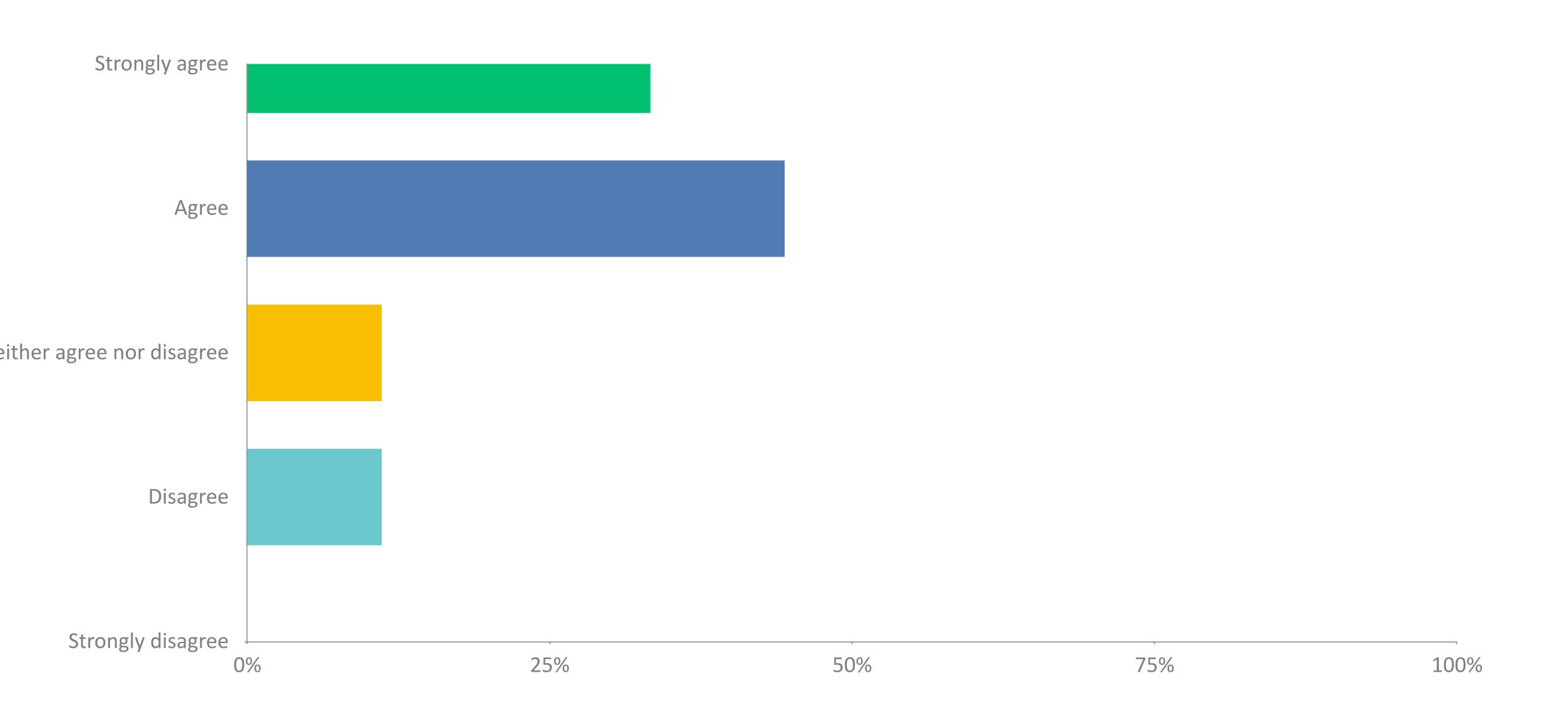
#### Q5: I am satisfied with the facilities available to me to support my work.



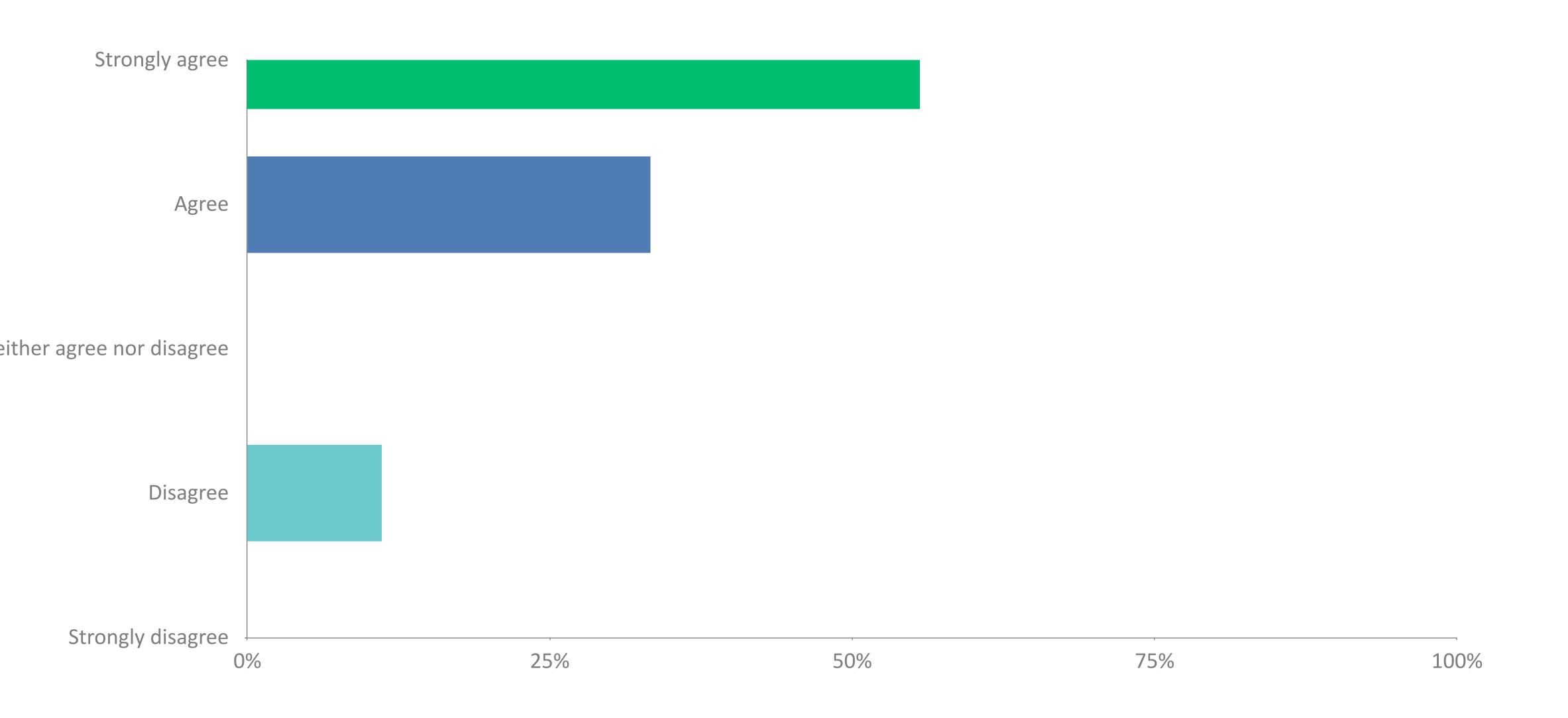
#### Q6: I have adequate technological equipment to support my primary work.



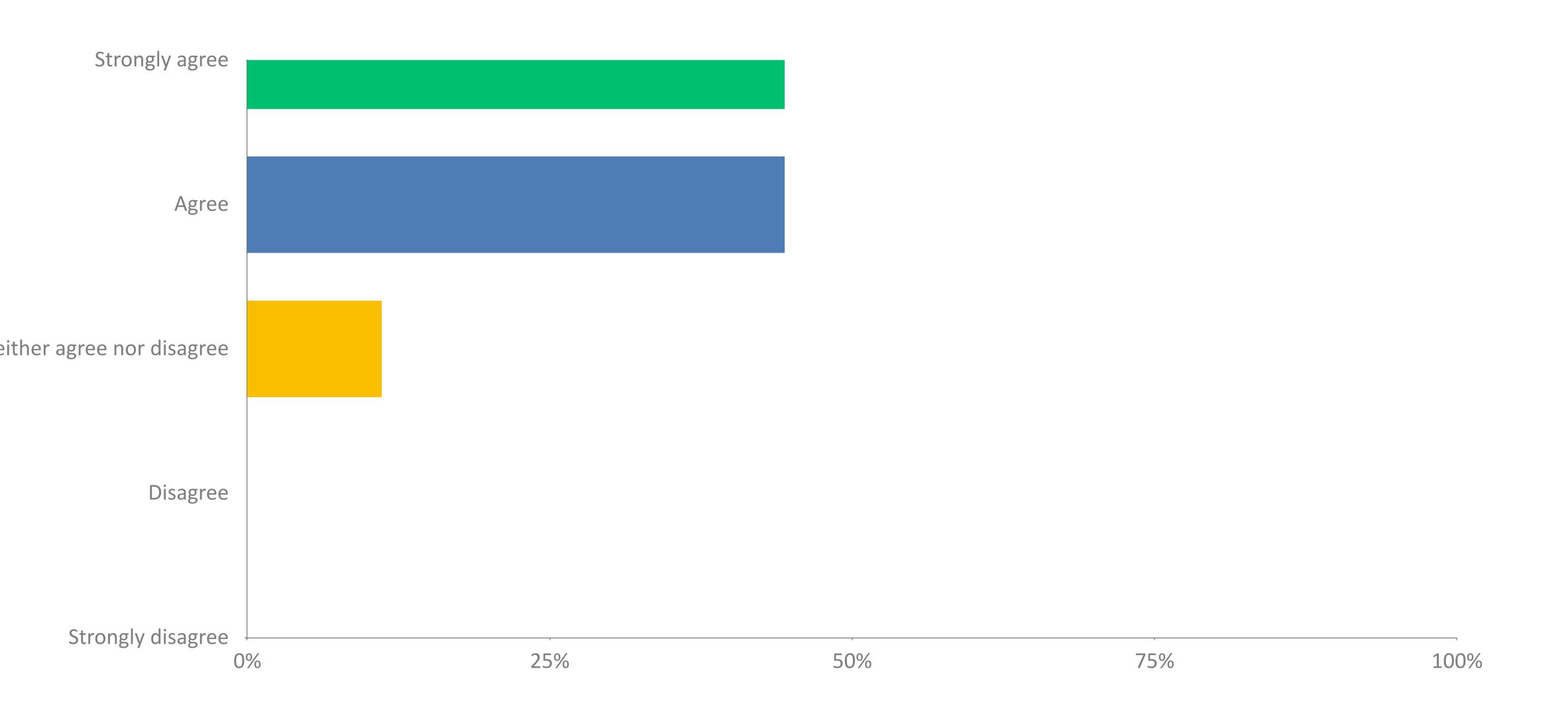
#### Q7: I understand the process for initiating a development project including repairs and moderate construction.



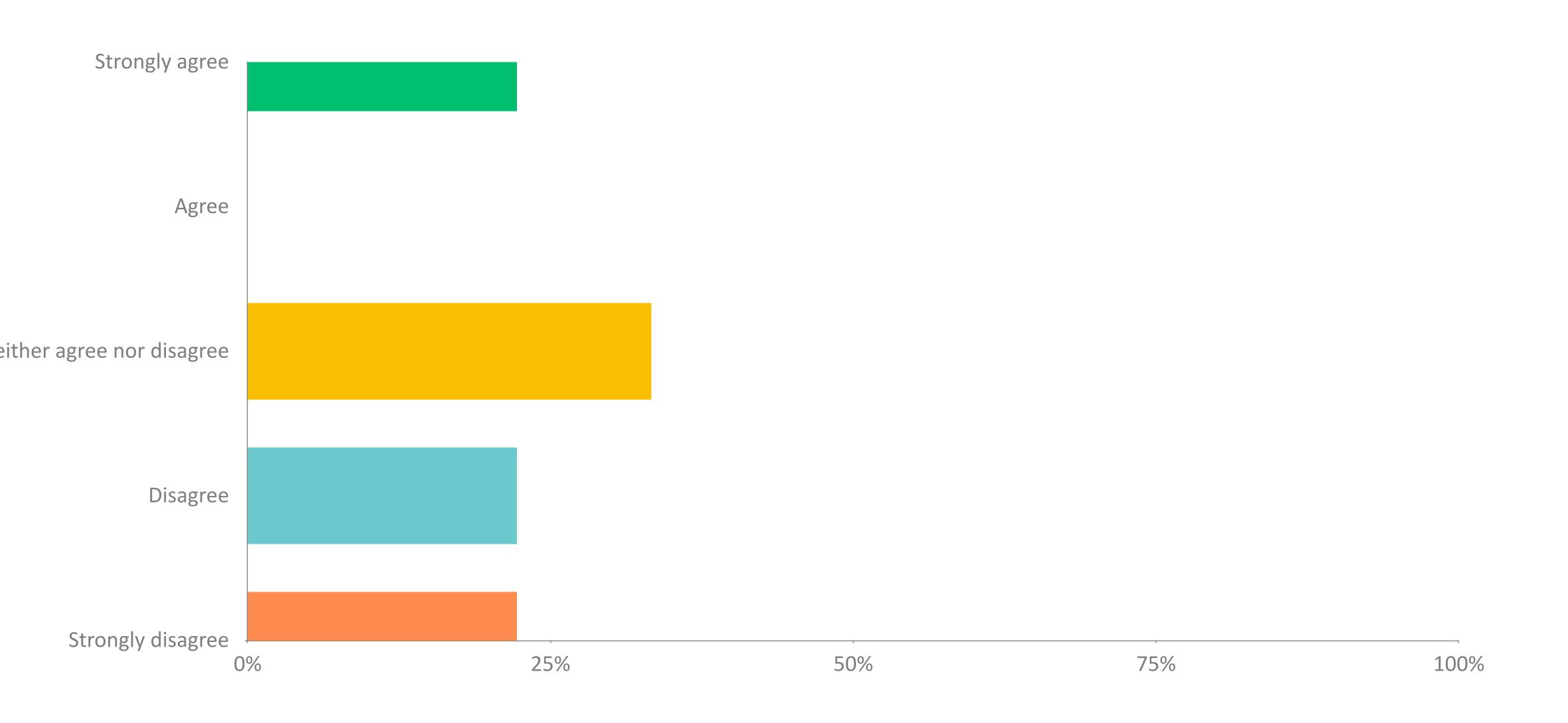
#### Q8: I understand how to request assistance with technology-related problems.



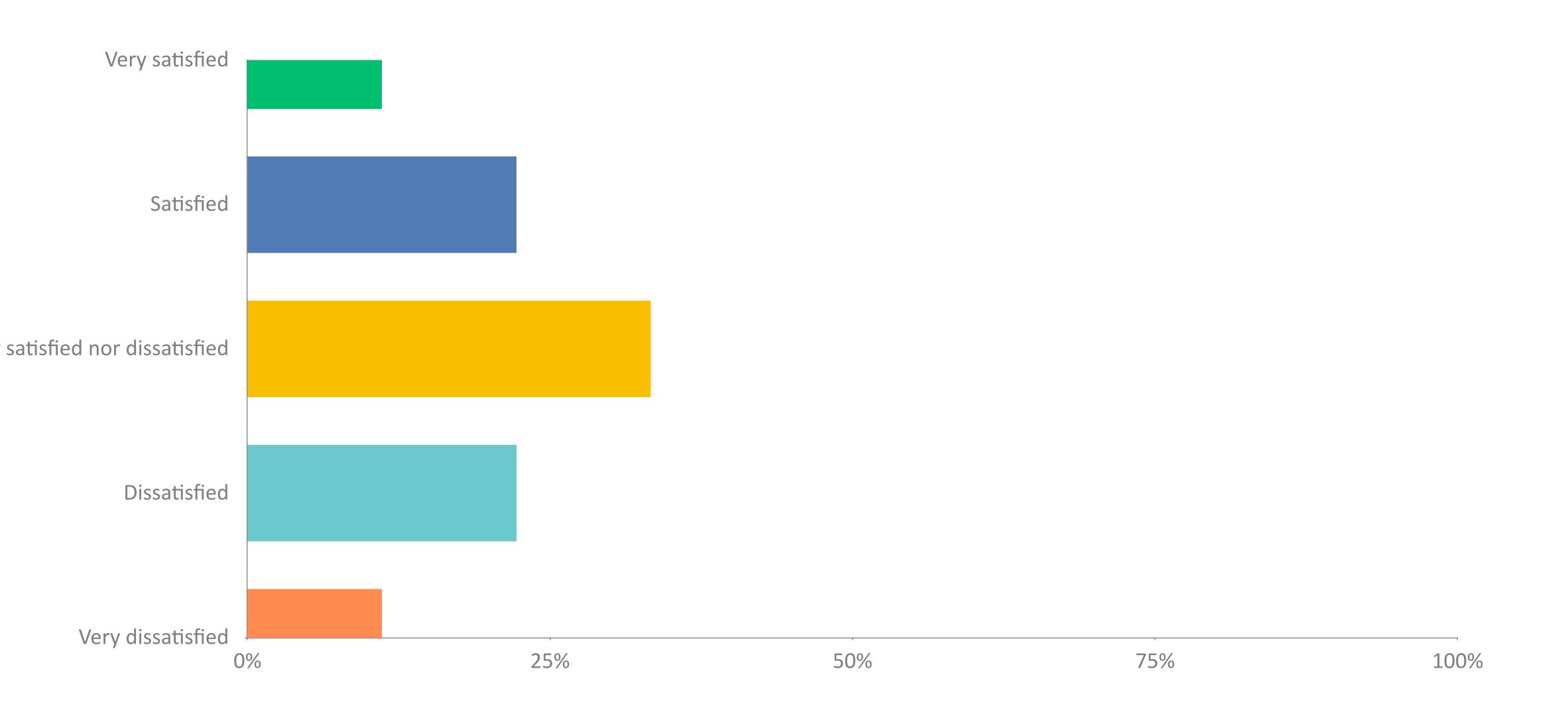
#### Q9: I understand how to initiate a work-order for non-technology related repairs.



Q10: Work-order requests I've submitted for facilities or technology-related problems are resolved within a reasonable time.



#### Q12: How would you rate the quality of your experience with work-order requests?



#### Problem Statement

How can we create a system to support clients in a variety of domains including corrective works, product support, assets, support requests via systems that are modern, measurable, trackable, and aligned to 21st Century user?



### Culture eats strategy for breakfast

## High Level Process Map:

Client identifies a need

Client submits a workorder

Client submits a workorder

Analyst designates need as workorder or Project Request

Analyst assigns to provider or send back to client

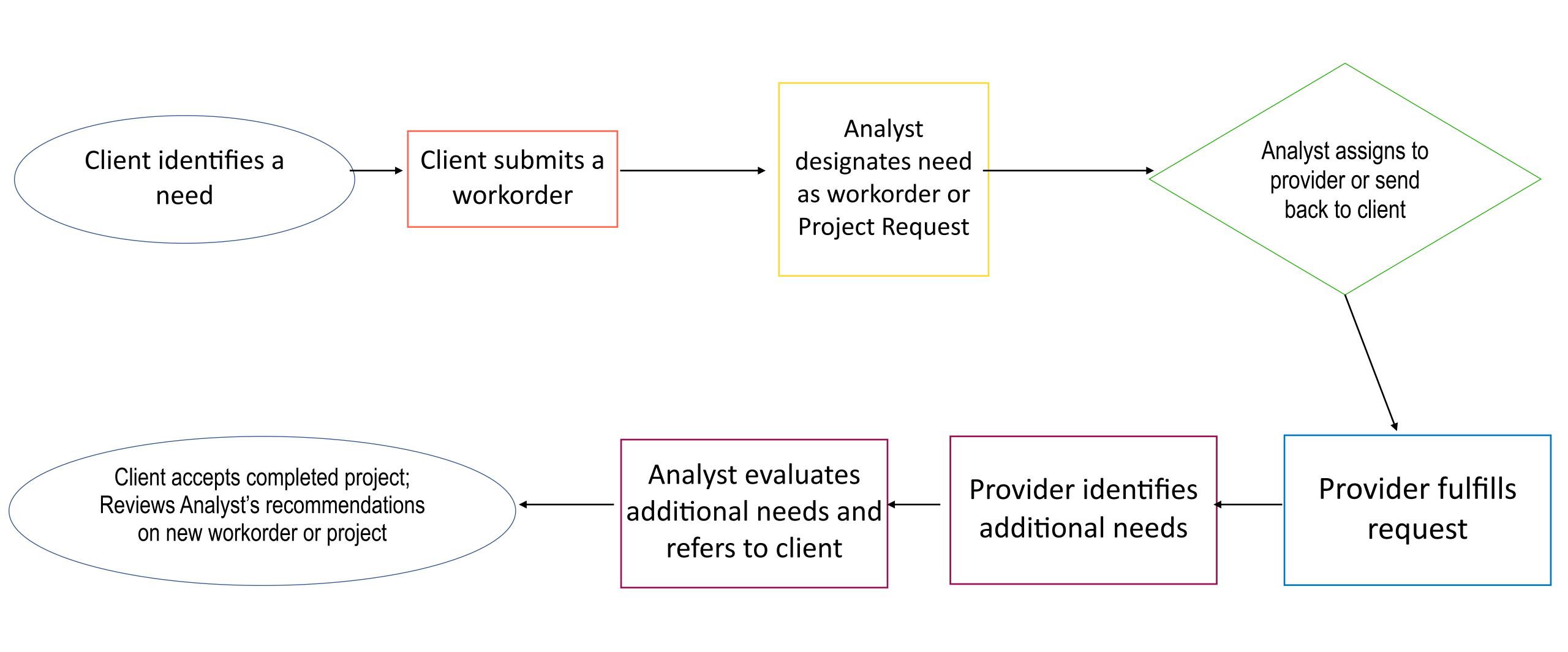
### Workflow Process for Work Request Systems

- 1. Clarify and standardize the workflow
- 2. Train each member of the workflow on standardized service delivery
- 3. Engage each workflow member in developing and testing change ideas to ensure shared ownership and continuous improvement

Client accepts completed project; Reviews Analyst's recommendations on new workorder or project Analyst evaluates additional needs and refers to client

Provider identifies additional needs

Provider fulfills request



#### What can't be measured can't be mastered...

#### Use data to inform improvement

#### **System Efficacy Metrics**

- Number of workorders completed within 30 days
- Average time for fulfillment per workorder
- Average workorder fulfillment costs
- Client satisfaction rating

## Guidance and timeline Shared understanding and commitment

- 1. Process for workflow optimization
- 2. Process for continued improvement
- 3. Timeline for Cycle 1 Improvement with room for Cycle 2

#### Pluses and Deltas

+ (What worked well for us?)	Δ What would help us be even more effective next time?

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