

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

Work Request System

ARLP, 2023

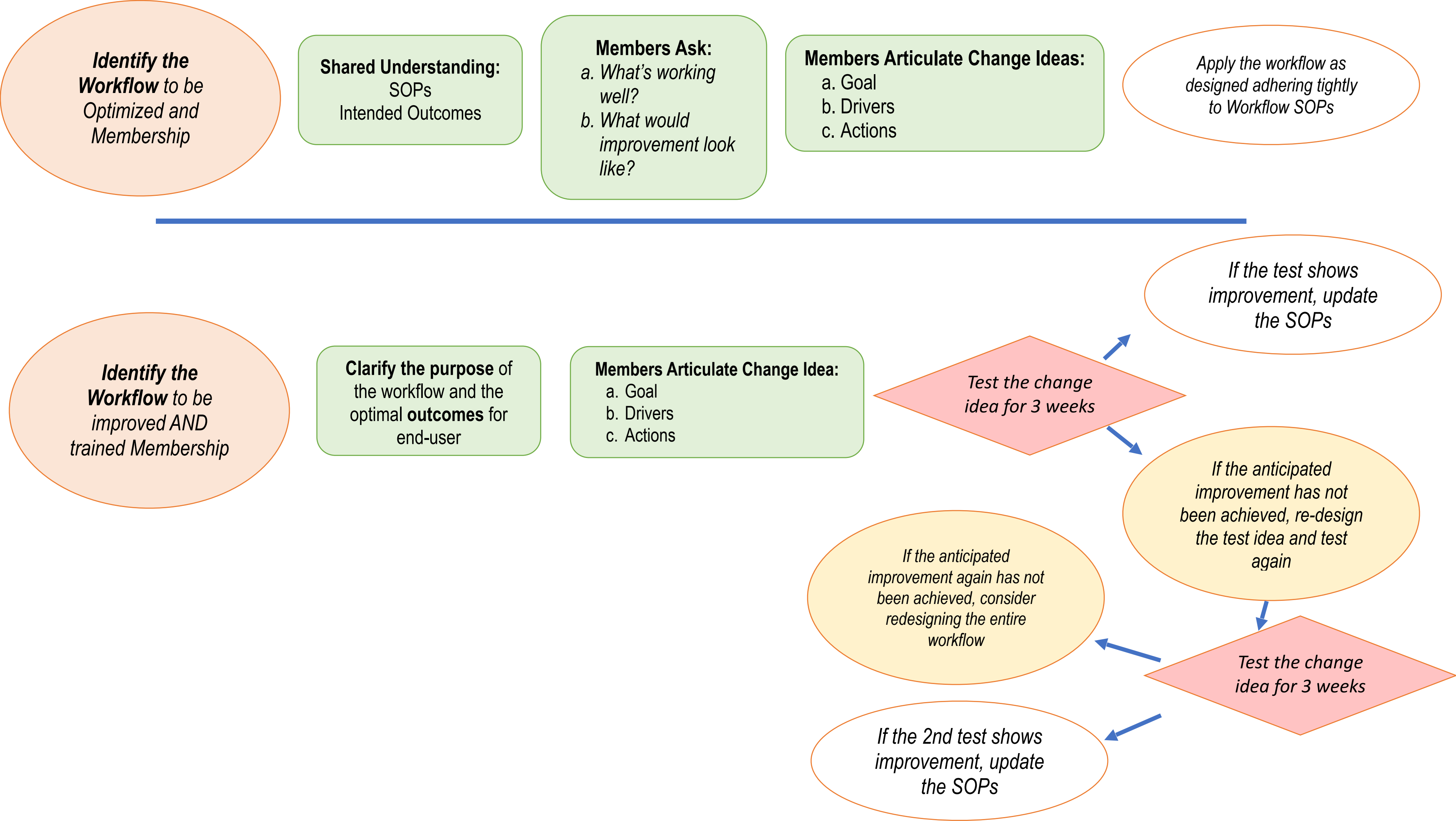
One YCOE: Commitment to Excellence

- 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?

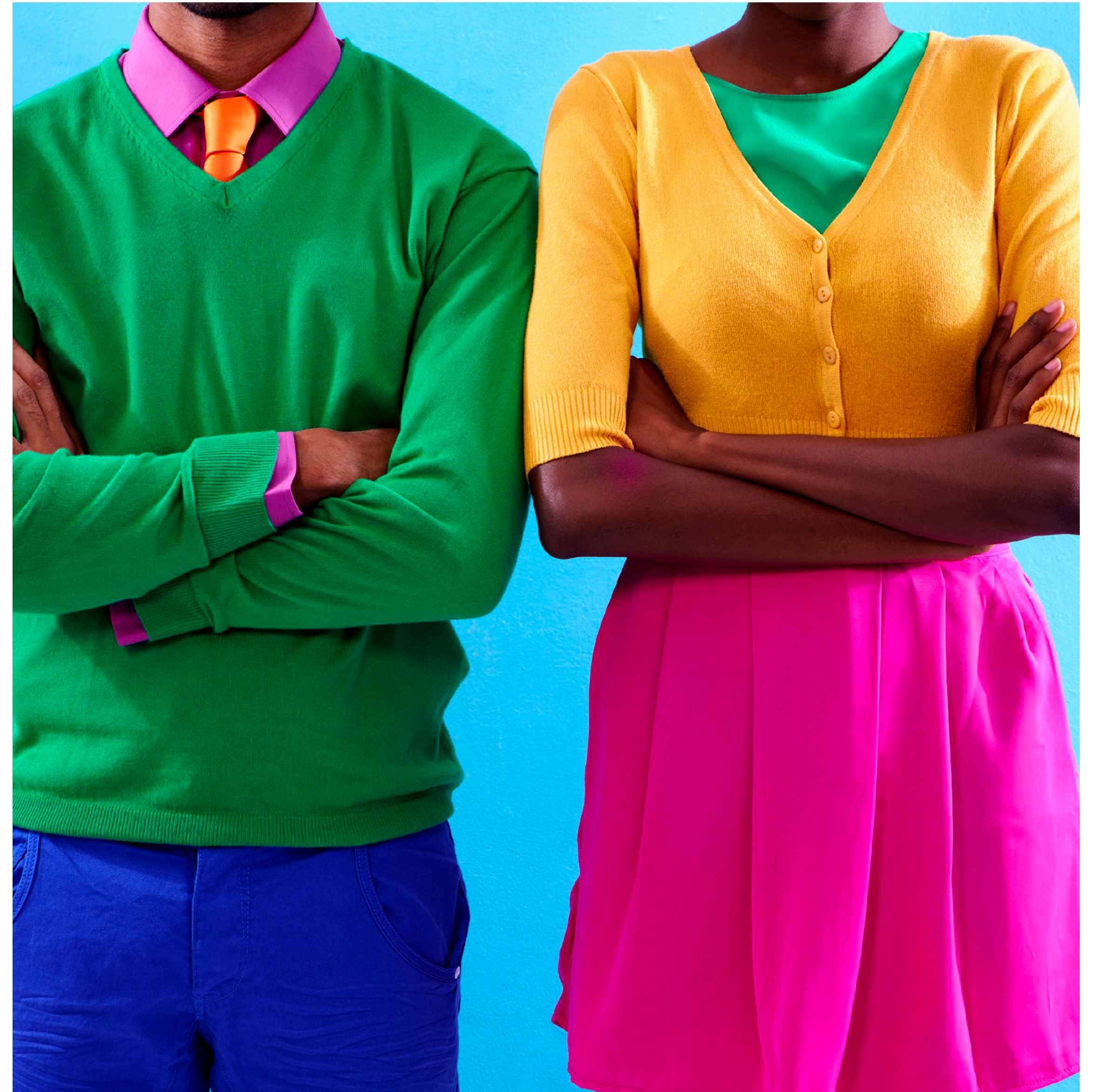
- 1. Workflow Optimization
- 2. Continuous Improvement



First things first

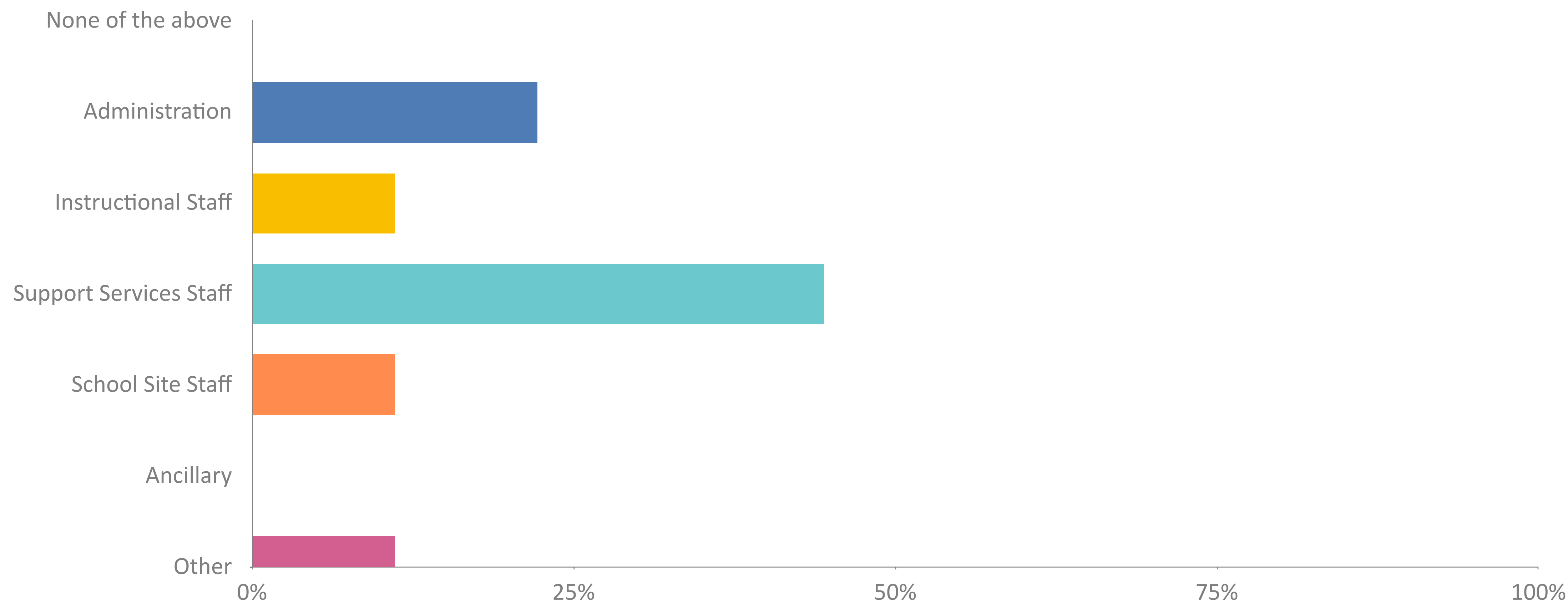
Listen and learn

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



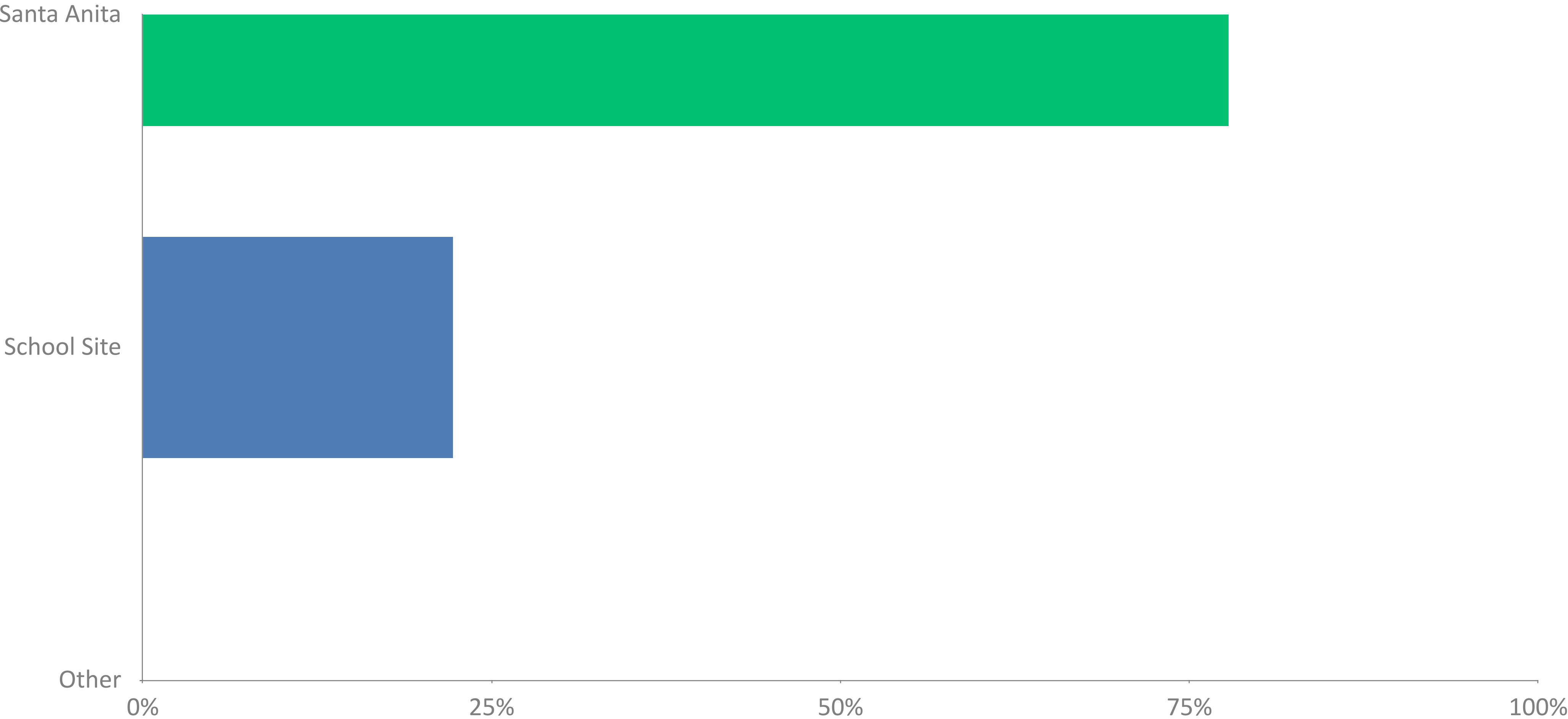
**We took a survey to help us
understand you...**

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

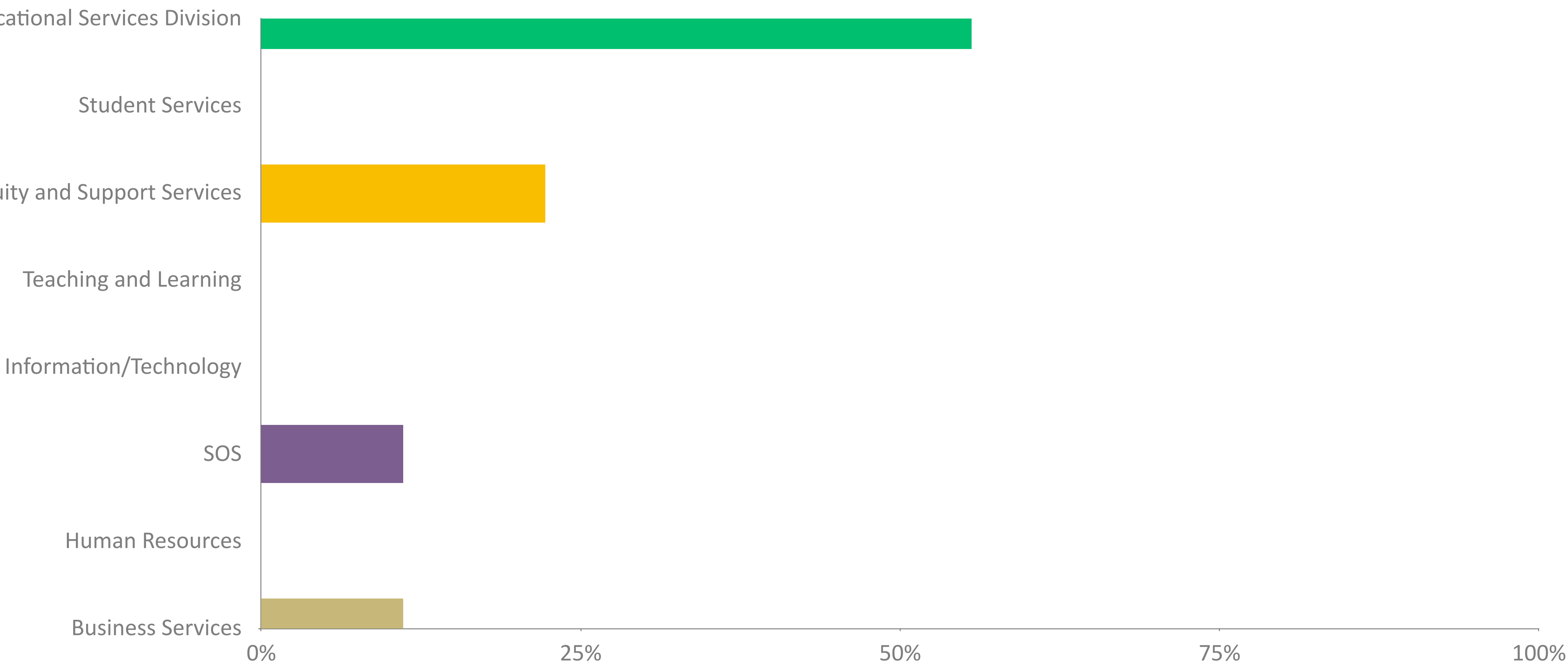


Q2: My primary service location is:

Answered: 9 Skipped: 0

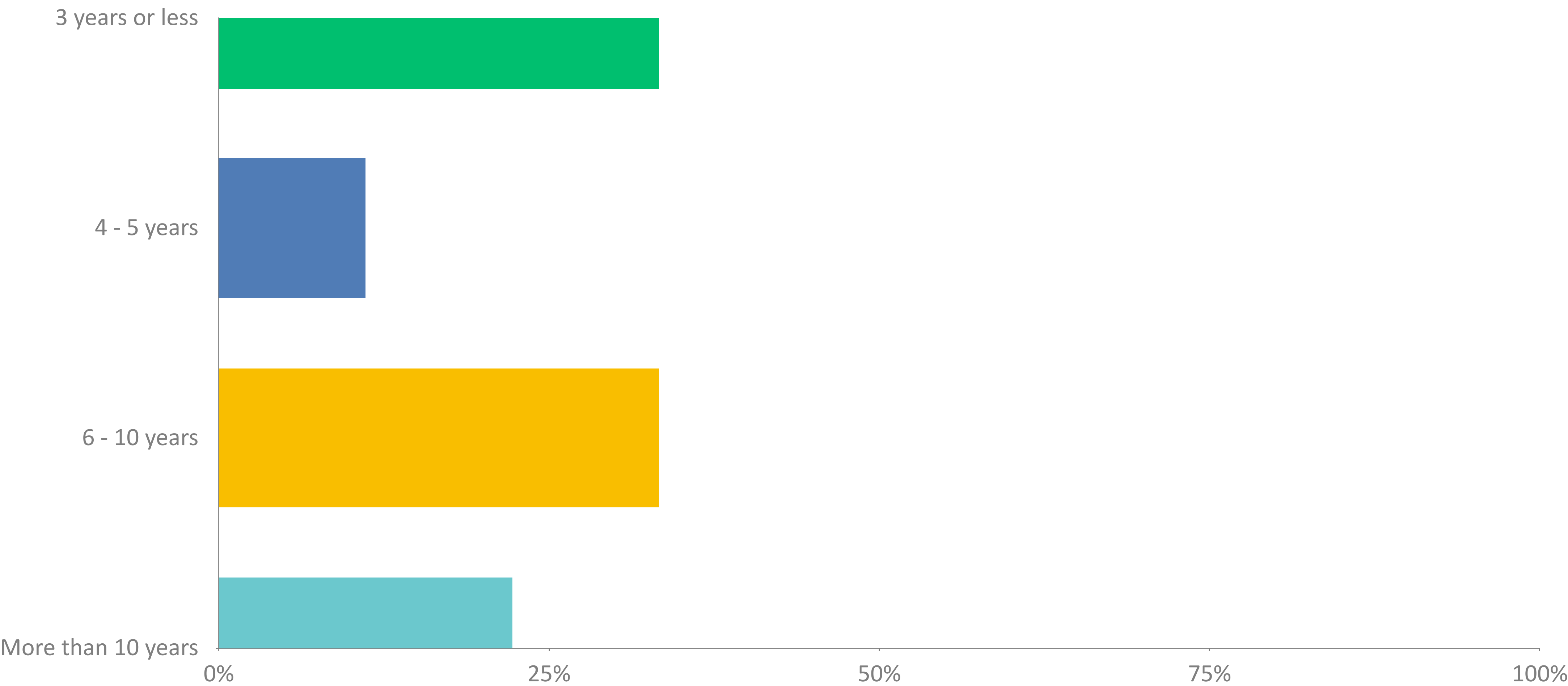


Q3: My service department is:



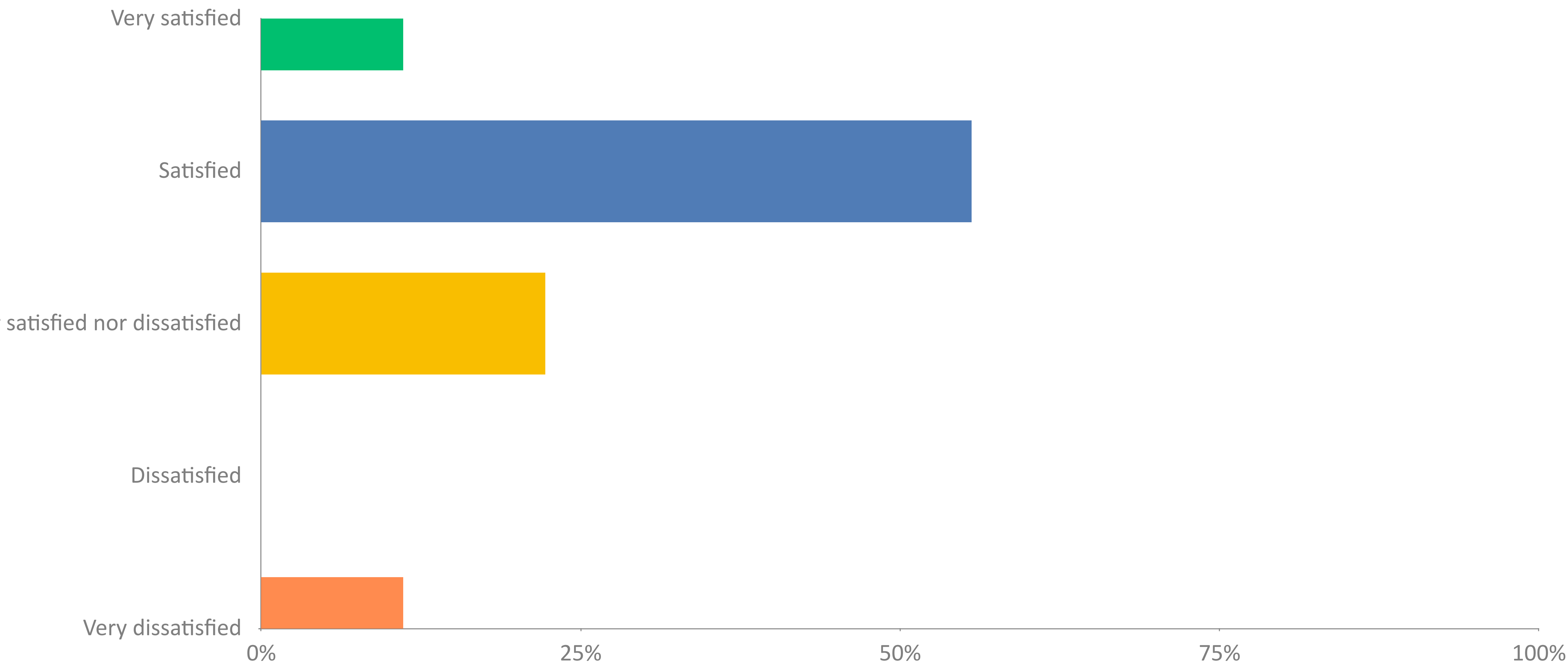
Q4: I have been in service with YCOE for x many years:

Answered: 9 Skipped: 0



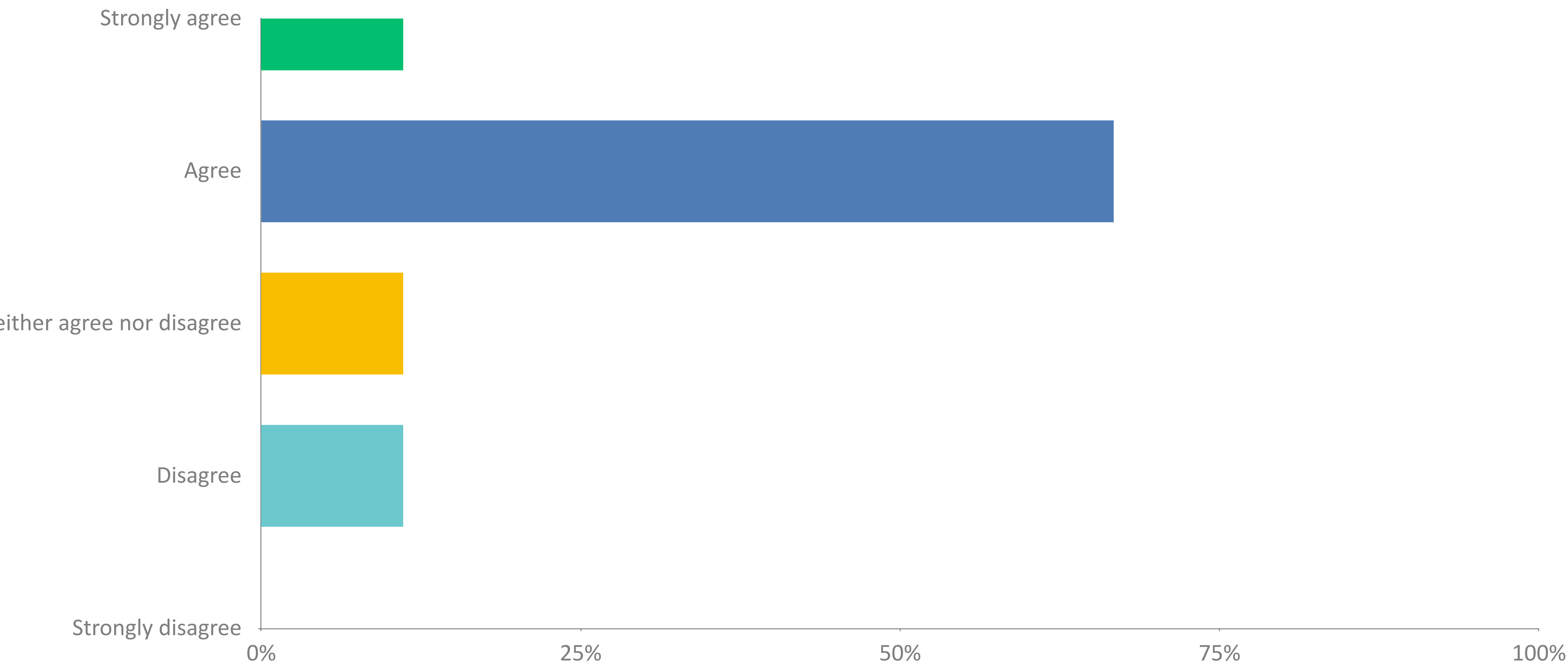
Q5: I am satisfied with the facilities available to me to support my work.

Answered: 9 Skipped: 0



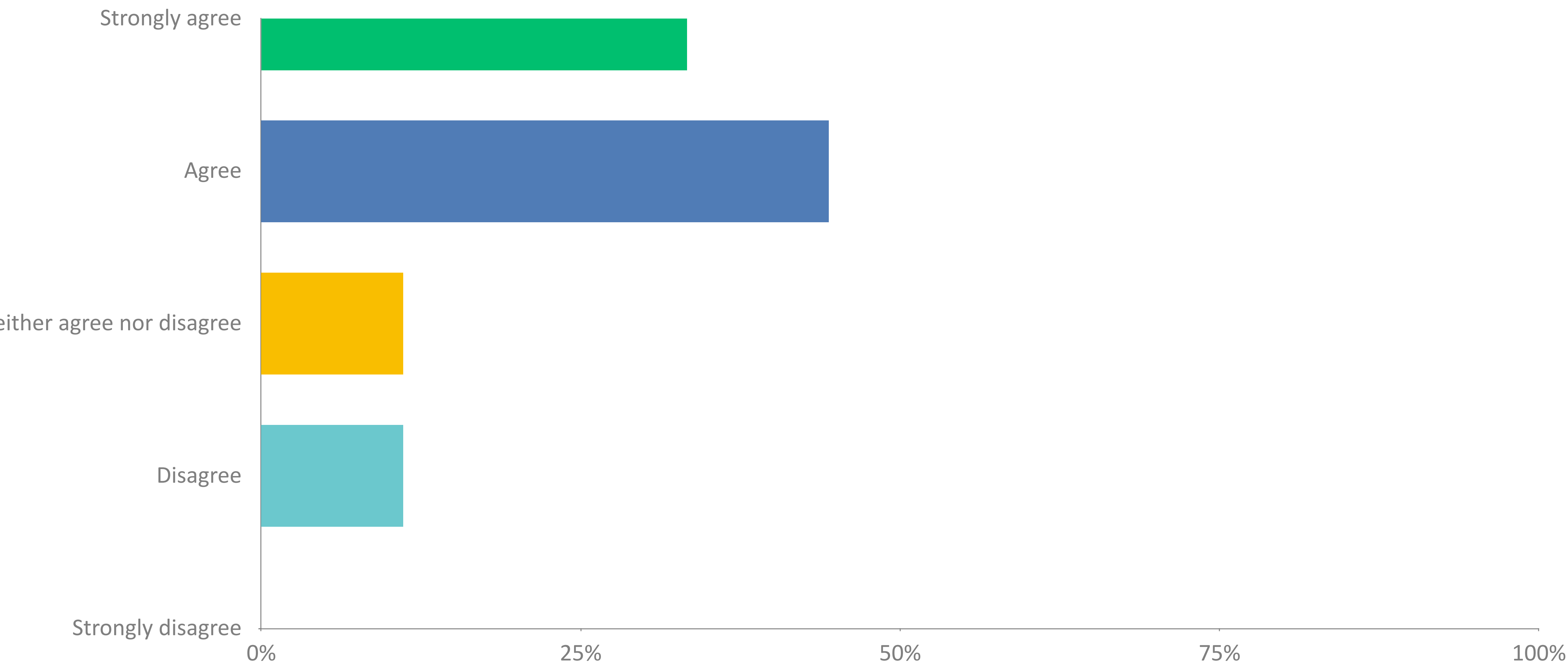
Q6: I have adequate technological equipment to support my primary work.

Answered: 9 Skipped: 0



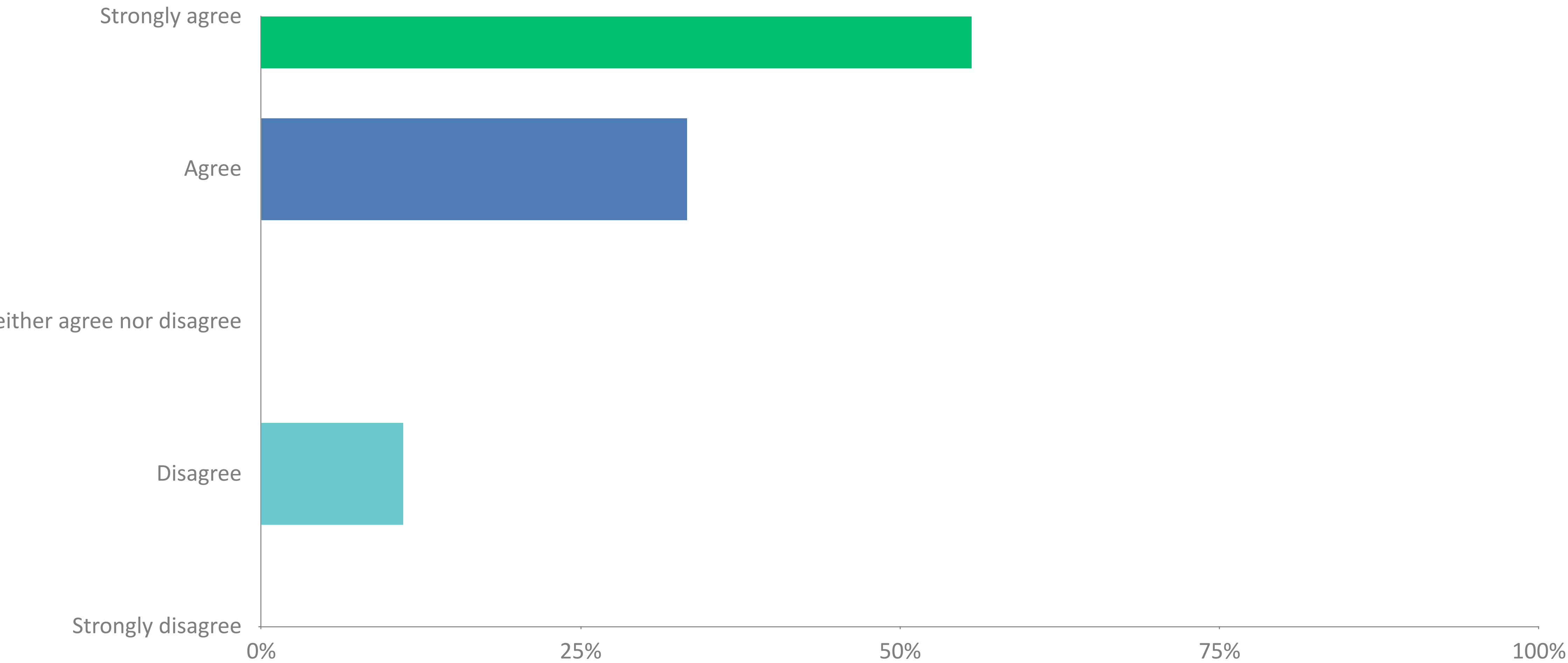
Q7: I understand the process for initiating a development project including repairs and moderate construction.

Answered: 9 Skipped: 0



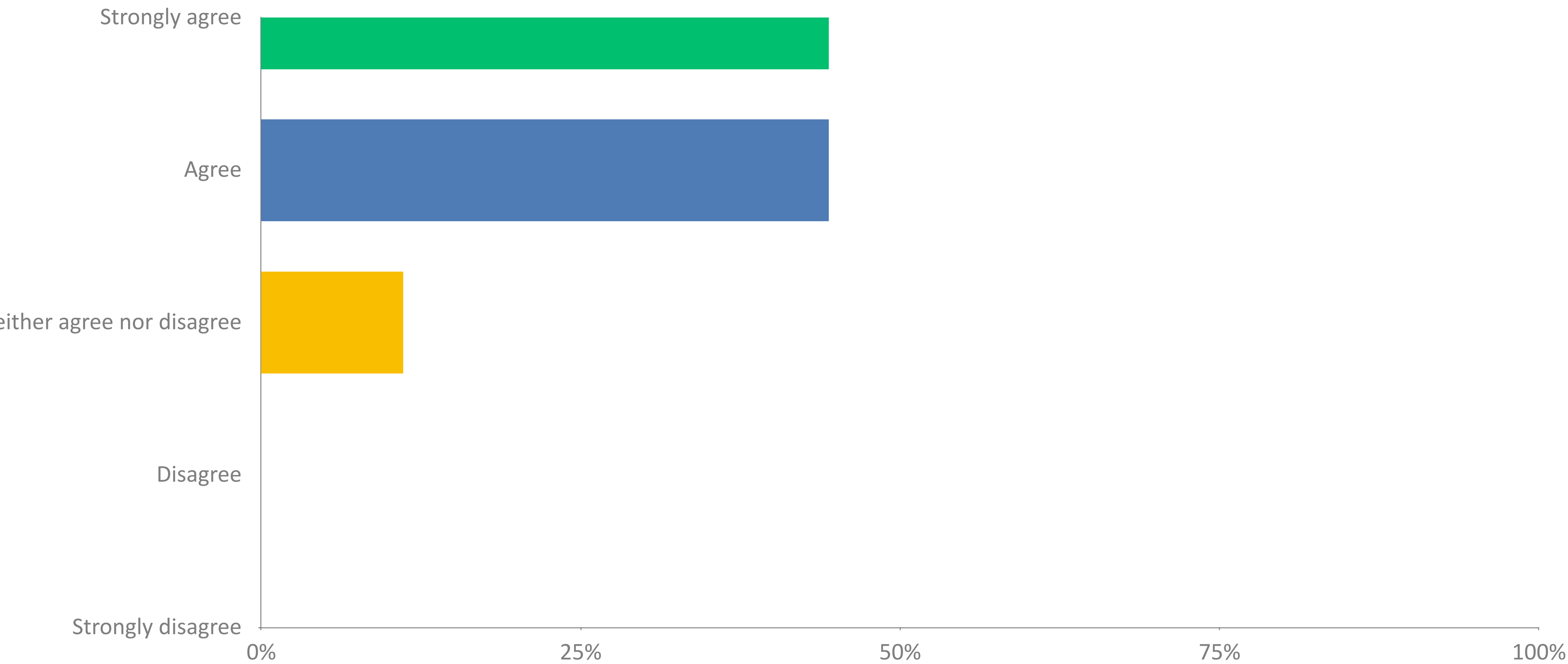
Q8: I understand how to request assistance with technology-related problems.

Answered: 9 Skipped: 0



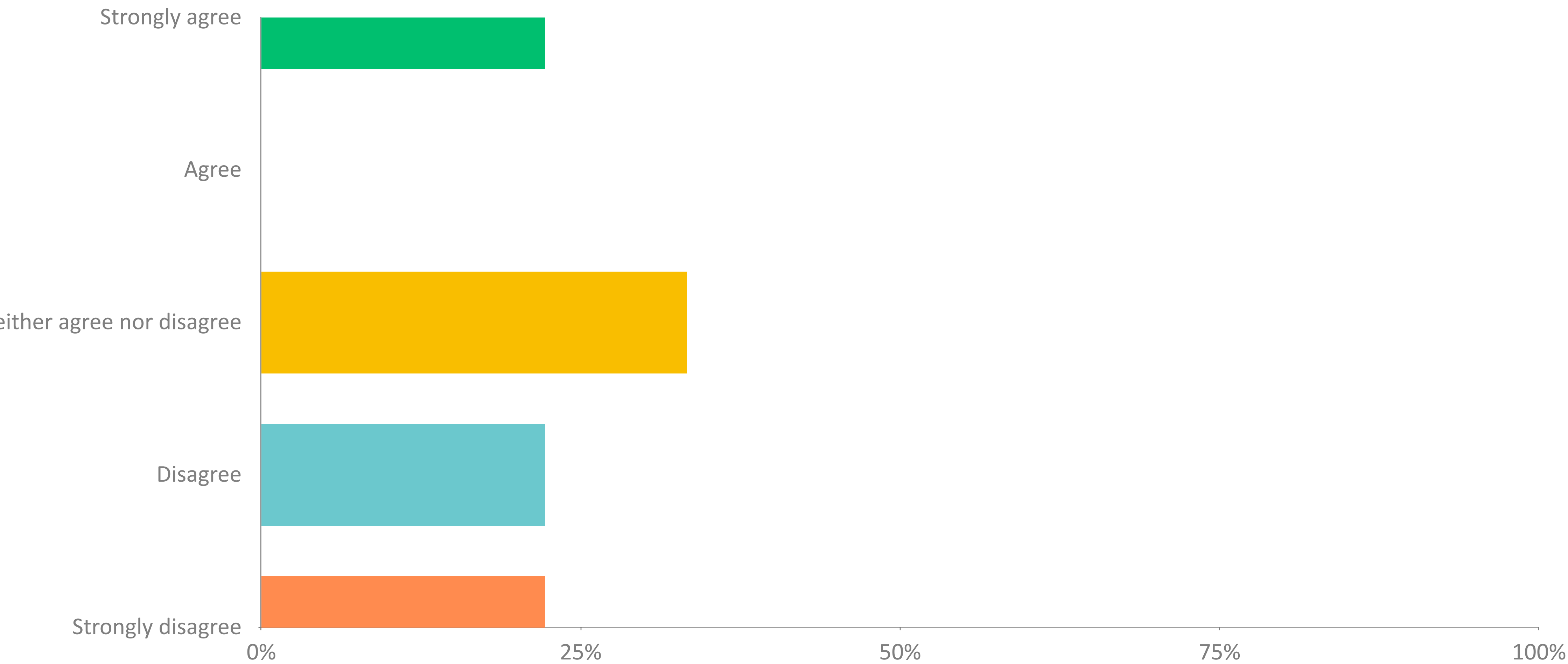
Q9: I understand how to initiate a work-order for non-technology related repairs.

Answered: 9 Skipped: 0



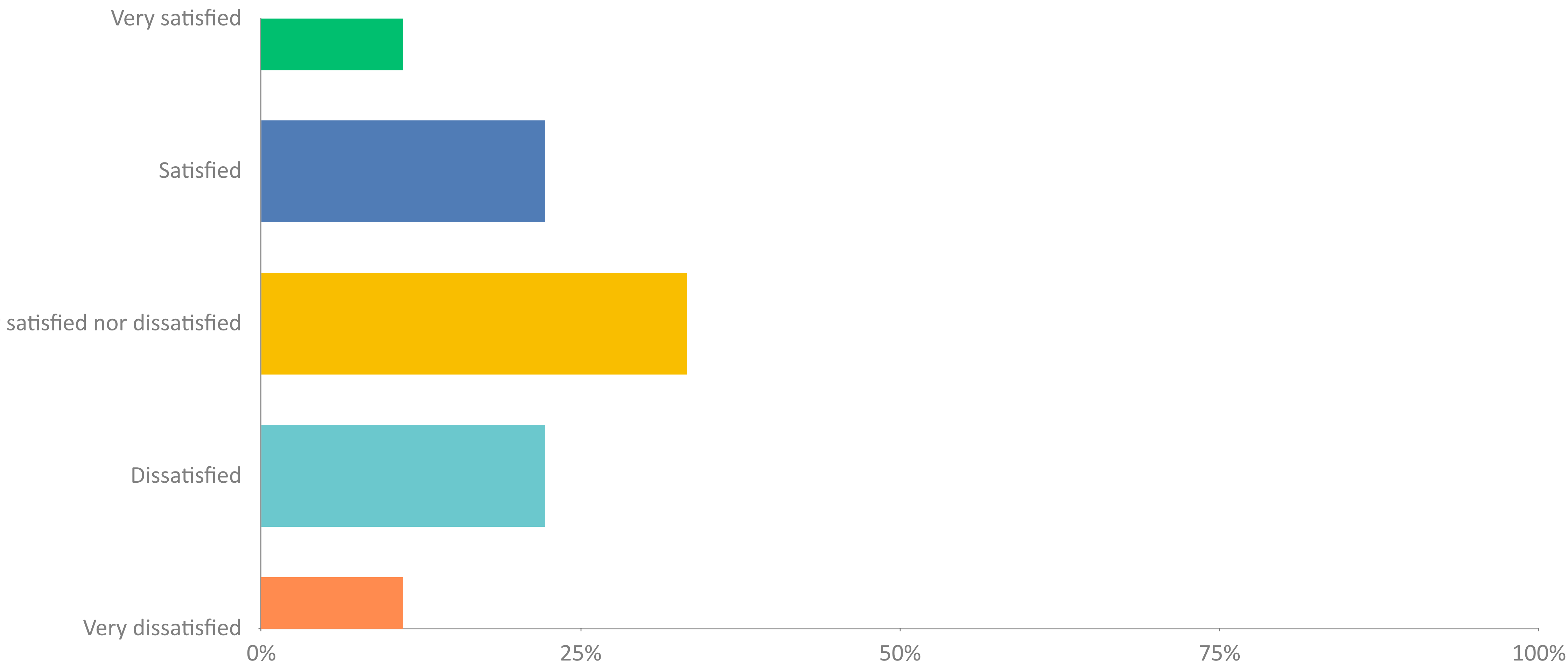
Q10: Work-order requests I've submitted for facilities or technology-related problems are resolved within a reasonable time.

Answered: 9 Skipped: 0



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

Answered: 9 Skipped: 0



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?

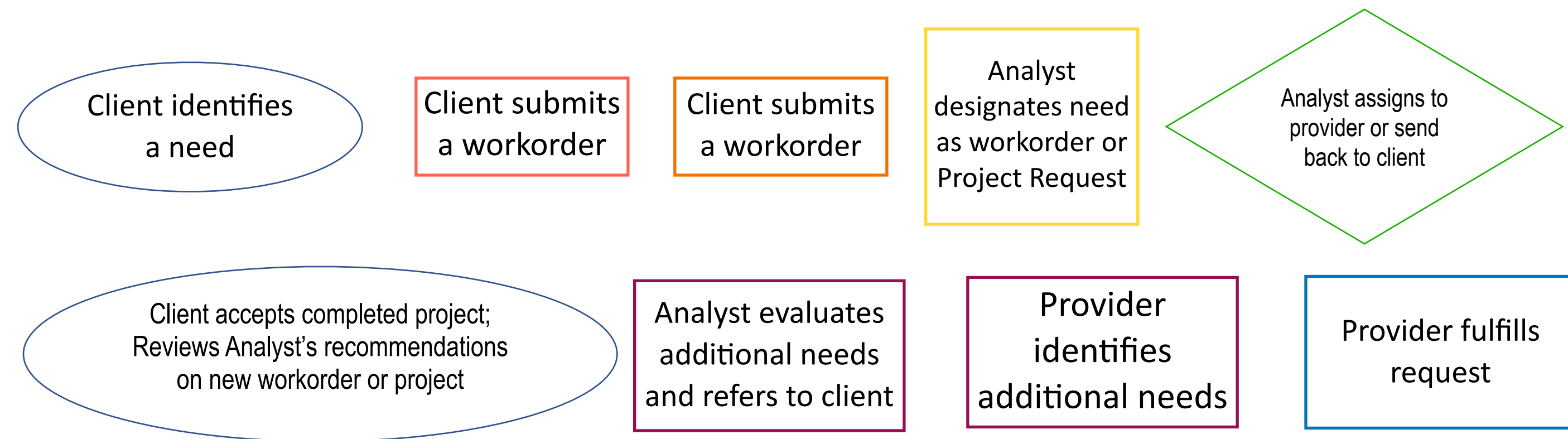


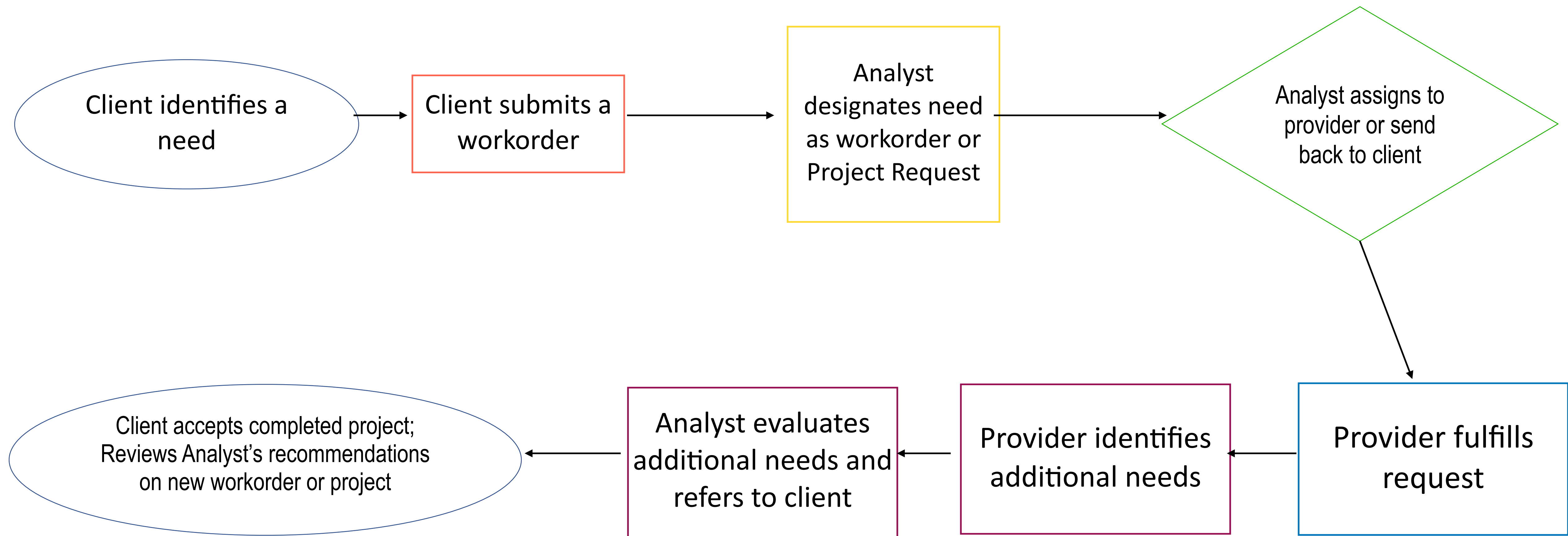
Culture eats strategy for breakfast

High Level Process Map:

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





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

<div><div><div>+</div><div><i>(What worked well for us?)</i></div></div></div>	<div><div><div>Δ</div><div><i>What would help us be even more effective next time?</i></div></div></div>

Thank you

