

# Case Study

## Lean Operations Assessment

### P R O F I L E

A municipal utilities group was challenged with a great deal of commercial interest and large number of business were investing in the local infrastructure. The expansion posed multiple challenges which was why they engaged in a 3<sup>rd</sup> party to perform time and motion studies and a Lean Operations Assessment.

### O B J E C T I V E

Determine current and future staffing requirements and to evaluate possible consolidation and or reorganization of workload.

### A P P R O A C H

Conduct direct observations within multiple departments and positions; employing time and motion studies, workflow analysis, interviews, and data analysis to quantify and qualify the objectives.

### R E S U L T S

Our Lean approach was applied to improve the overall operation focusing on:

- Communication requirements & Primary work functions
- Workload volume & Perceived/observed obstacles
- 20% reduction in labor requirements
- Information flow & Scheduling /labor requirements –
- Lean opportunities – 22% increased efficiency for Work order management