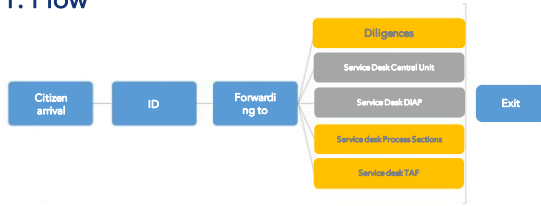


Process Efficiency in Public Sector

PICTURES BEFORE

1. Flow



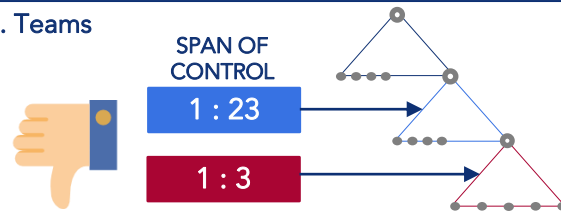
2. Productivity



3. Lead Time

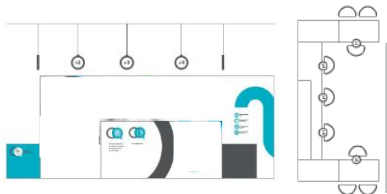


4. Teams

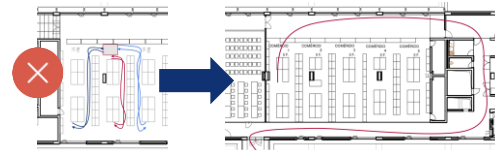


PICTURES AFTER

1. Flow



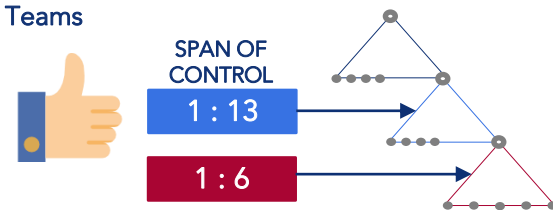
2. Productivity



3. Lead Time



4. Teams



Problem

- Large number of pending cases
- High average process Lead Time
- Unbalanced distribution of workload between team members

Root causes

- Inefficiency in process handling as a result of non-value-added tasks and over-processing
- Lack of flow in process execution caused by errors, leading to process restarts
- Span of control did not allow for appropriate management and reporting
- Poor planning: workload at each process step versus resource capacity

Solution approach

- Mizusumashi to reduce time spent on document transportation and create pace
- Process Design to reduce redundant or non-value-added tasks, creating flow and reducing process Lead Time
- Office Standard Work to improve task efficiency and automate procedures
- Daily KAIZEN™ and Leaders KAIZEN™ to adjust span of control to a manageable ratio; help plan team workload and keep track of service level KPIs on a regular basis

Benefits

