

**CITY OF EL PASO, TEXAS  
AGENDA ITEM  
DEPARTMENT HEAD'S SUMMARY FORM**

**DEPARTMENT:** Performance Office

**AGENDA DATE:** December 11, 2018  
**PUBLIC HEARING DATE:**

**CONTACT PERSON NAME AND PHONE NUMBER:**  
Process Improvement Administrator, Performance Office, Roman Sanchez, (915) 212-1090

**DISTRICT(S) AFFECTED:** All Districts

**STRATEGIC GOAL:** Goal Six – Set the standard for sound governance and fiscal management

**SUBGOAL:** 6.5 Deliver services timely and effectively with focus on continual improvement

**SUBJECT:**

Presentation and discussion of the Department of Information Technology's Lean Six Sigma project. The project focused on improving services, decreasing costs, and delivering outstanding customer service in providing mobile communication services.

**BACKGROUND / DISCUSSION:**

The City of El Paso utilizes the Lean Six Sigma methodology with its city operations to become more effective and efficient while enhancing customer satisfaction in all of our service delivery systems. This aligns with the City's Mission: Deliver outstanding services to support a high quality of life for residents, businesses and visitors. Employees are engaged in city-wide teams and initiatives applying Lean Six Sigma methods and tools to deliver improved services throughout the organization.

**PRIOR COUNCIL ACTION:**

N/A

**AMOUNT AND SOURCE OF FUNDING:**

N/A

---

\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**DEPARTMENT HEAD:**



---

(If Department Head Summary Form is initiated by Purchasing, client department should sign also)