

Lean Six Sigma Project

Streamline Process for Mobile Devices

Strategic Goal 6 - Set the Standard for Sound Governance and Fiscal Management

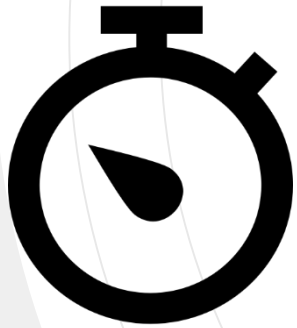


Juan Vasquez

IT Telecommunications Project Planner

Operational Effectiveness

Develop a formal Mobile Device
Connect to Disconnect Process



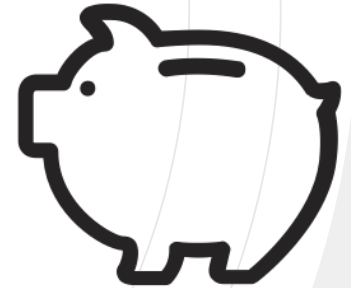
**IMPROVE
CYCLE TIME**



**IMPROVE
SERVICE**



**SECURE
DEVICES**



**CONTROL
COSTS**



PROJECT TEAM

SERIGO SAENZ - ARACELI GUERRA - PATRICIA PUGA - PAULINA SOTO - JOHN OLIVAS
JUAN VASQUEZ - ENRIQUE MARTINEZ - VICTOR ZARUR - ROMAN SANCHEZ - ASTRID
BUNNER

IMPROVE CYCLE TIME

BEFORE LSS

OF
PROCESS
STEPS

30

AFTER LSS

OF
PROCESS
STEPS

11



IMPROVE SERVICE DELIVERY

1 SERVICE REQUEST SYSTEM

IMPLEMENTED TICKET REQUEST
SYSTEM TO AUTOMATE SERVICE
REQUEST WORKFLOW

2 ASSET MANAGEMENT

IMPLEMENTED SYSTEM TO REPORT
MOBILE DEVICE AND DATA USAGE
FOR DEPARTMENTAL UTILIZATION

3 DEPARTMENTAL PARTNERSHIP

IDENTIFIED DEPARTMENTAL
RESOURCES TO ASSIST IN
MANAGING REQUESTS

SECURE MOBILE DEVICES



CONTROL COSTS

DEVELOPED RECONCILIATION PROCESS

CONDUCTED SERVICE CONSOLIDATION

COMPLETED PROVIDER TRANSITION



TOTAL PROJECT SAVINGS

\$907,552

COMBINED FIRST & SECOND YEAR SAVINGS



QUESTIONS?



P R O C E S S I M P R O V E M E N T P R O G R A M