Lean Six Sigma Green Belt Project Storyboard

SQT

assist PROCESS IMPROVEMENT & INNOVATION

Project Name: Reduce the Turnaround time for PC/Laptop Requests	Start Date: 20/11/15
Project Leader; AN Other	End Date: 13/07/16
Project Type: Reduce the amount of Non-Value Added Time (Lean) in an IT Service	Industry: Local Government

DEFINE: PROBLEM / BASELINE / GOAL

Problem Statement: *The request process for PC/Laptop is not operating efficiently with a Turn Around Time (TAT) of an Average of 31.2 days for Q3 2015 and is a highly manual error prone Process*

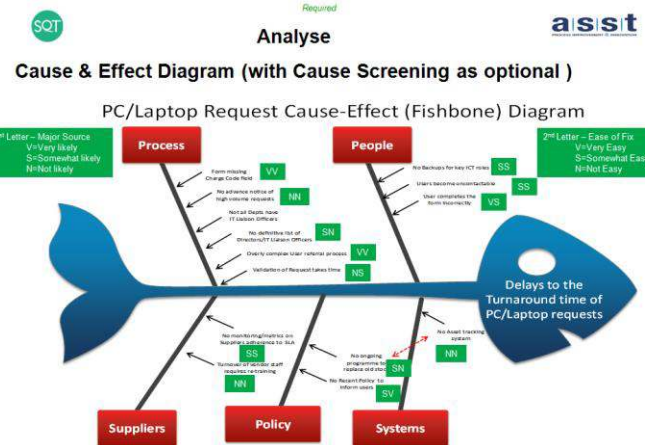**Goal:** *to decrease "Ave. Turnaround Time for PC/Laptop Requests' from 31.2 days to 25 days by July 13th 2016.*
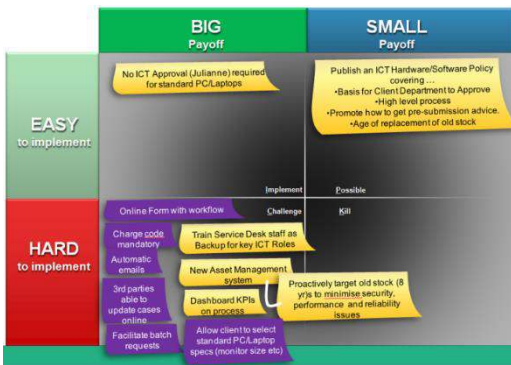
MEASURE: PROCESS / EXPERT KNOWLEDGE / DATA
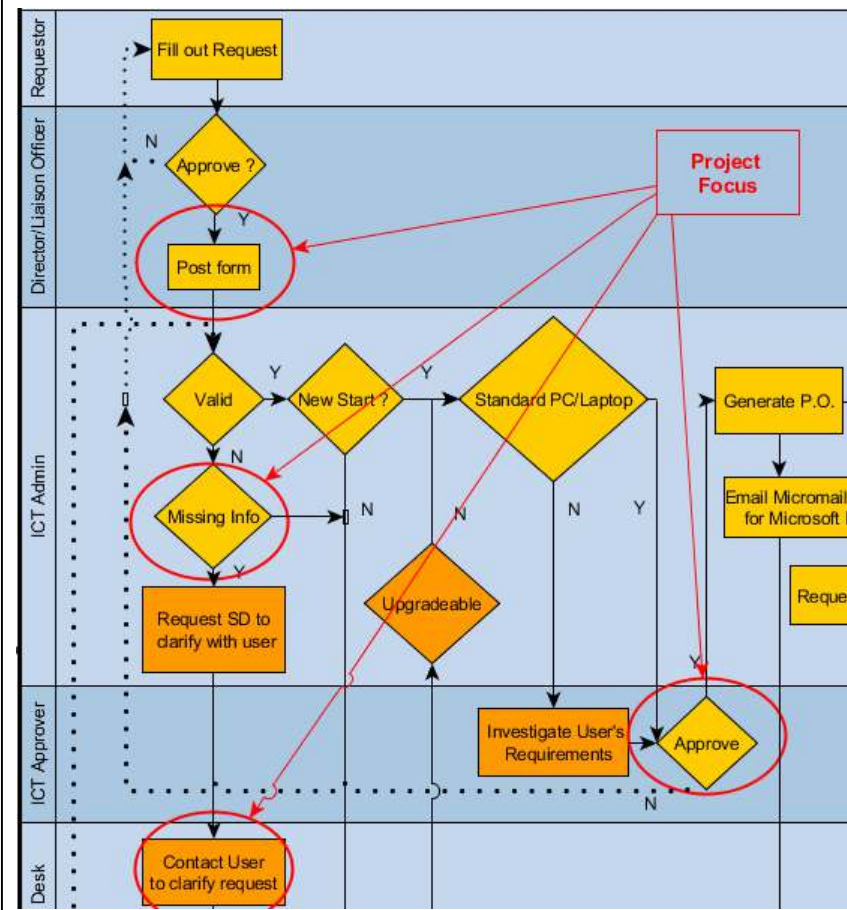
Wasteful steps as indicated related to;

- **Missing Info**
- **Inaccurate details**
- **Request goes missing**
- **Request is difficult to track**
- **Waiting for clarification**
- **Waiting for Approvals**
- **Other delays are due to overprocessing**

ANALYZE: DRIVERS / ROOT CAUSES / VITAL FEW

Fishbone Analysis revealed other issues such as;
- **User completes Form incorrectly**
- **Form missing Charge Code field**
- **Overly complex ICT internal process**
- **No backup for key ICT Roles**

IMPROVE: INNOVATION / IMPLEMENTATION PLANNING

PICK Chart Solution screening
- **Online Form using a workflow process**
- **Key Mistake Proofing targeting where errors historically occurred in manual process**
- **Mandatory Fields in Request Form**
- **Each request automatically gets an e-number and can be easily tracked and manged**
- **Automatic notifications system**
- **No ICT Approval for standard PCs/Laptops**
- **Published Policy**
- **Internal and External (Vendor) SLAs**

CONTROL: RESULTS / SUSTAINING

- **TAT for Requests reduced from 31.2 days -> 13.7 days**
- **Users are more satisfied and it takes less ICT resources to process**