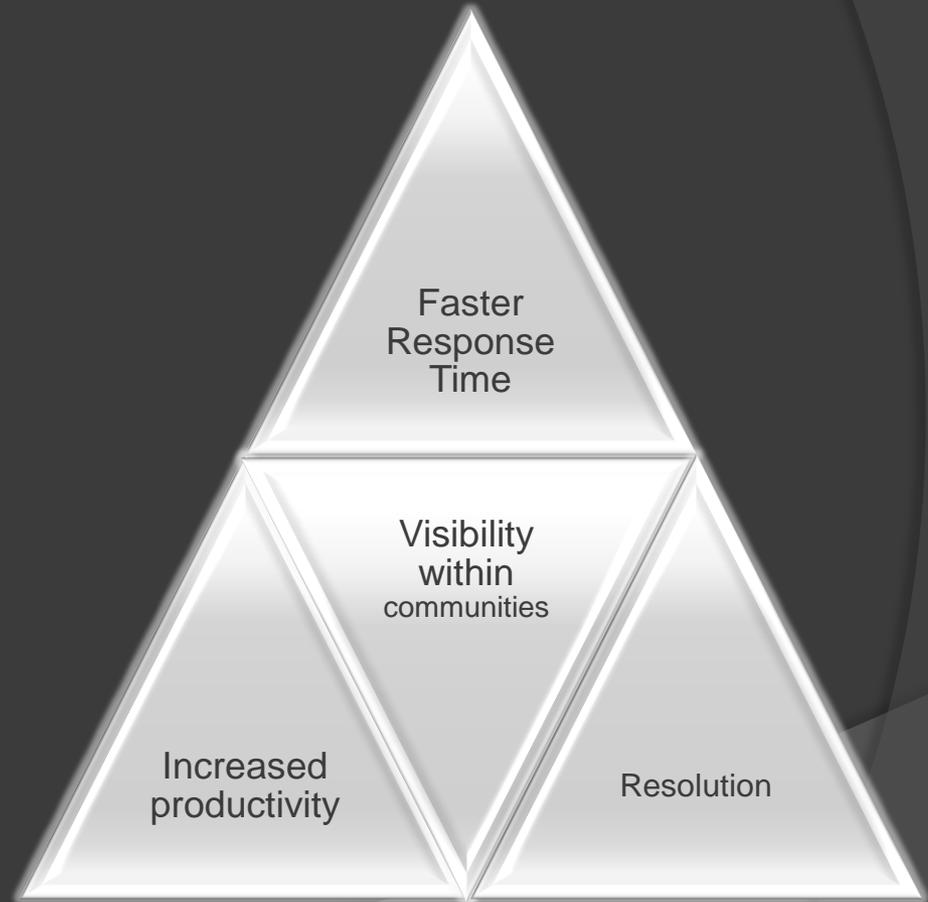


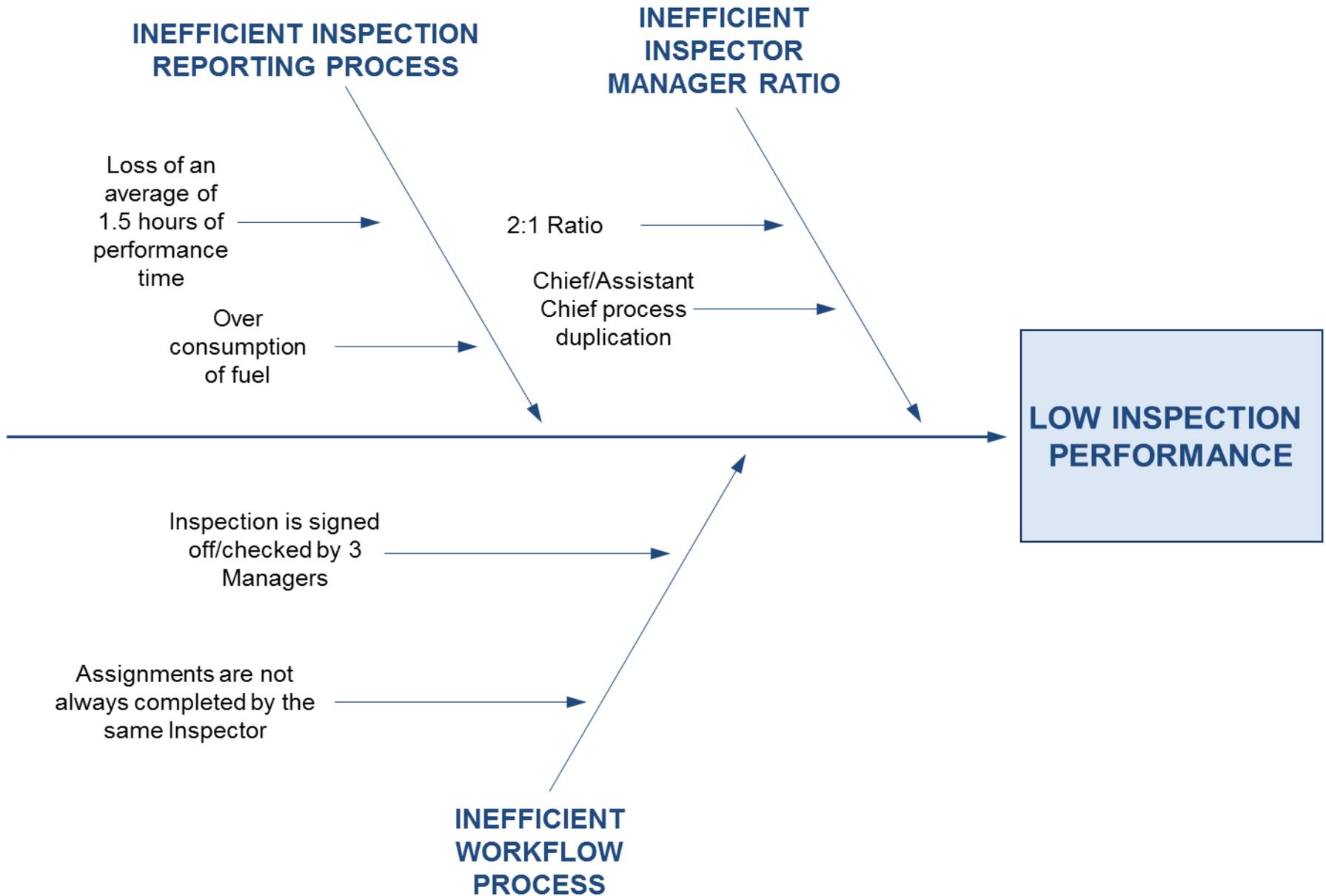
Department of Neighborhoods
Inspections Process Improvement **Phase I**

Date:	8/6/2015	
Project Title:	IPS Inspection Efficiency	
Project Leader:		
Champion:	Director Katye Tipton	
Department Description:	Department of Neighborhoods/ Inspections	
Team Member	Function	% Time
	Facilitator, LSSGB	30%
	Facilitator, LSSGB	30%
	Admin. Specialist	15%
	Chief Specialist	5%
	Inspector	10%
	Inspector	10%
	Data control	10%
Problem Statement:	Troubleshoot the inspections process to identify bottlenecks that hindering the FY14 Performance Measure goal of 10 days.	
Mission Statement:	To reduce inspection response time to align with the expected performance measure goal of 10 days.	
Stakeholders:	Public, City of Houston, Department of Neighborhoods	
Project Scope		
Process Start:	August 6, 2014	
Process End:	March 31, 2015	
In Scope:	Troubleshoot work flow process and assignments (right tool for the right job concept). Review start stop times (working efficiencies)	

Voice of the Customer



CAUSES OF LOW INSPECTION PERFORMANCE



Measure

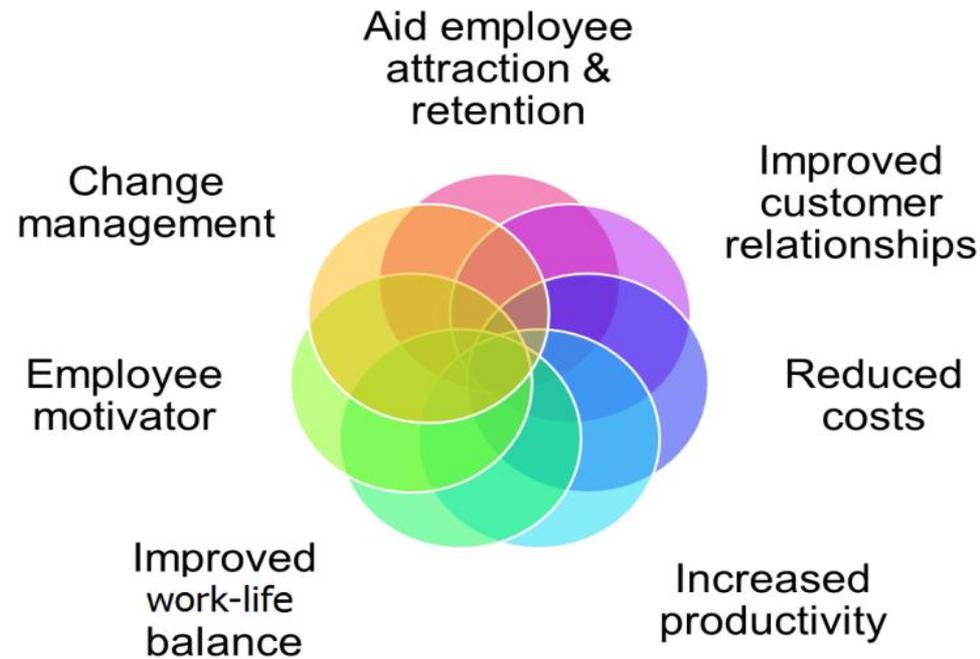
◎ Current Structure

- (1) Division Manager
- (4) Chief Inspectors
- (5) Assistant Chief Inspectors
- (16) CEO IIIs Supervisors
- (43) CEO IIIs, CEO Is, Trainees

Current State (Workday)



Project Goals



Structures

◎ Previous Structure

- Chief
- Assistant Chief
- CEO III
- CEO II
- CEO I
- CEO Trainee

◎ Telework Structure

- Chief
- Assistant Chief
- CEO III (in office)
- CEO III (in the field)
- CEO II
- CEO I
- CEO Trainee

Purpose of Telework

- ◎ To create a functioning system to operate and maintain current operations without setbacks while moving CEO IIIs and qualified personnel to the field resulting in a shift of office duties.

Telework at a Glance

- ⦿ Additional 8 inspectors/ supervisors in the field.
- ⦿ Floater Assistant Chief
- ⦿ CEO vehicles will be housed at nearest Multi-service center in work area.
- ⦿ Mail courier leaves Ardmore by 9 to drop off packets to sites by 11am.
- ⦿ CEOs swap packets at the end of each work day to place next day packet in vehicle.
- ⦿ CEOs begin each day from vehicle promptly at start of shift.

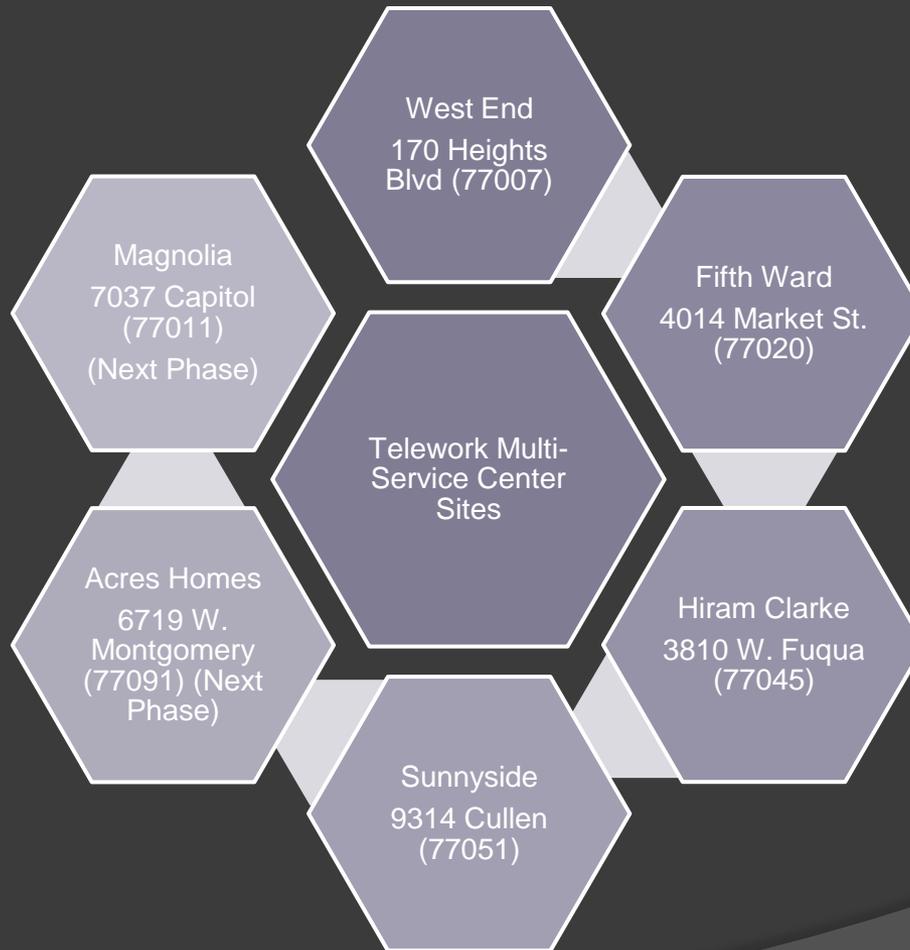
Telework at a Glance

- ◎ CEO IIIs in field to conduct inspections and readily assist CEOs in the field.
- ◎ Shift of duties at Ardmore for more efficient data entry.
- ◎ Increase of inspections with more field staff.
- ◎ CEO IIIs in field focused on 311 backlog and direct city Council complaint inspections.

Future State (Workday)

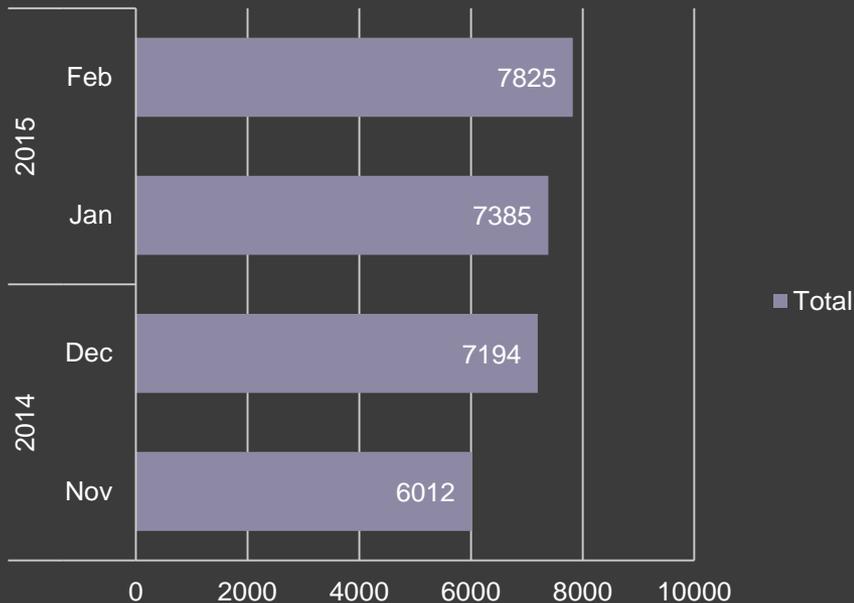


Multi-service Centers



Telework Program

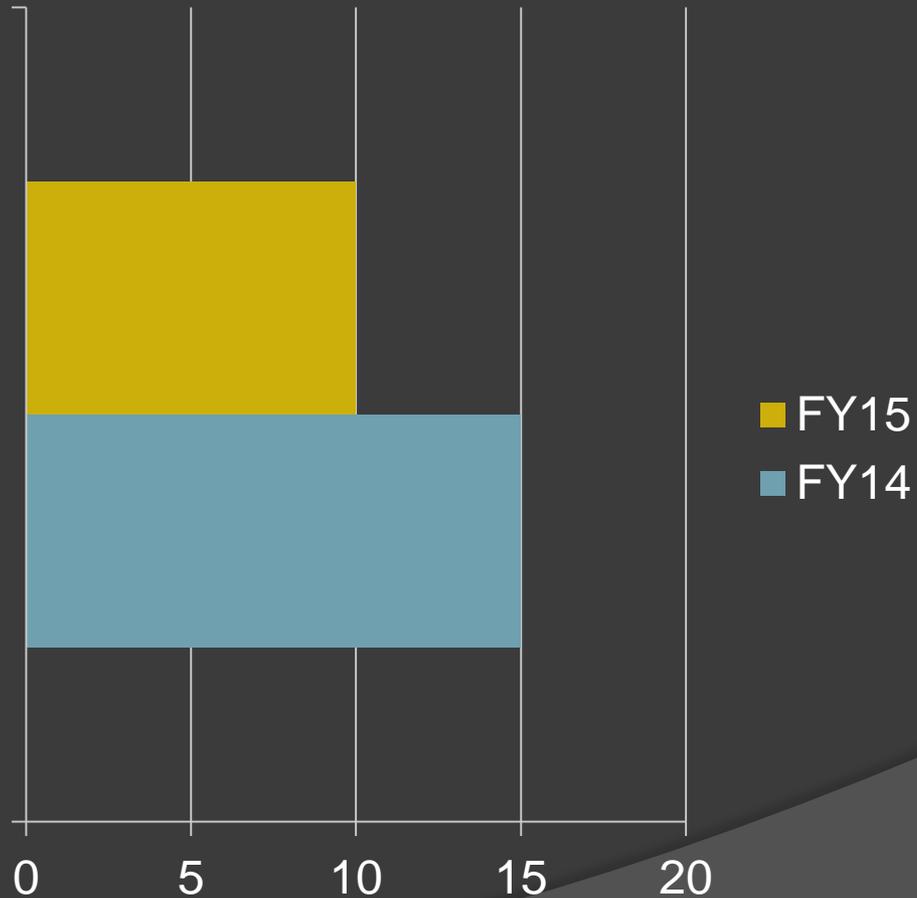
Telework Site Visits Comparison



- Additional 8 Inspectors/Supervisors in Field
- Increase data entry efficiencies
- Inspectors begin promptly at the start of their shift
- Decrease in vehicle maintenance
- Increase in productivity
- Inspector housed at nearest Multi-service center to work area

DON INSPECTIONS PERFORMANCE MEASURES

Average Days from Request
to Initial Inspection



Control

- ◎ Created QC roles
 - Built in Quality Circles
 - Bi-weekly meetings
- ◎ Educated entire division in KPI's
- ◎ Aligned work plans with overall organizational goals

Q & A