Governing Outside the Lines

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City of San Diego

The City of SAN DIEGO

Agenda

- Why
- Journey
- Program
- Project Examples

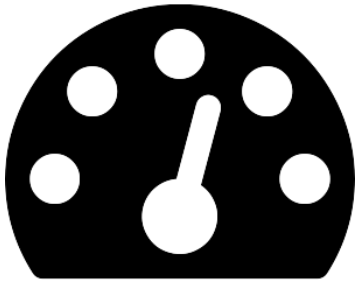
NEXT WINDOW

"A Government as Innovative as the People We Serve"

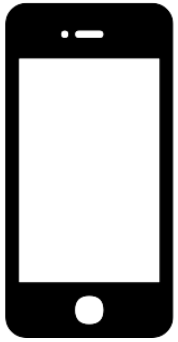
Mayor Kevin L. Faulconer

Performance and Analytics

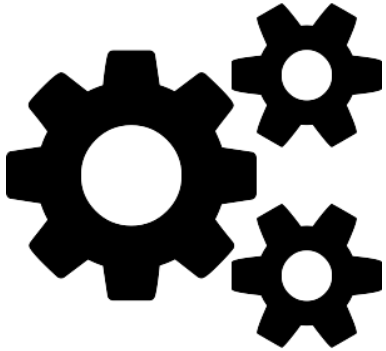
Citywide Engagement



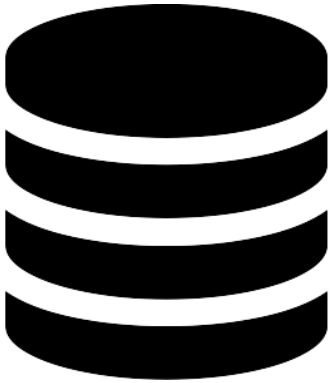
Performance Management



311 Customer Experience



Operational Excellence



Data & Analytics

Our Journey

The OpEx Program

Champion:
2 Hours

Advanced:
40 Hours

Introduction:
8 Hours

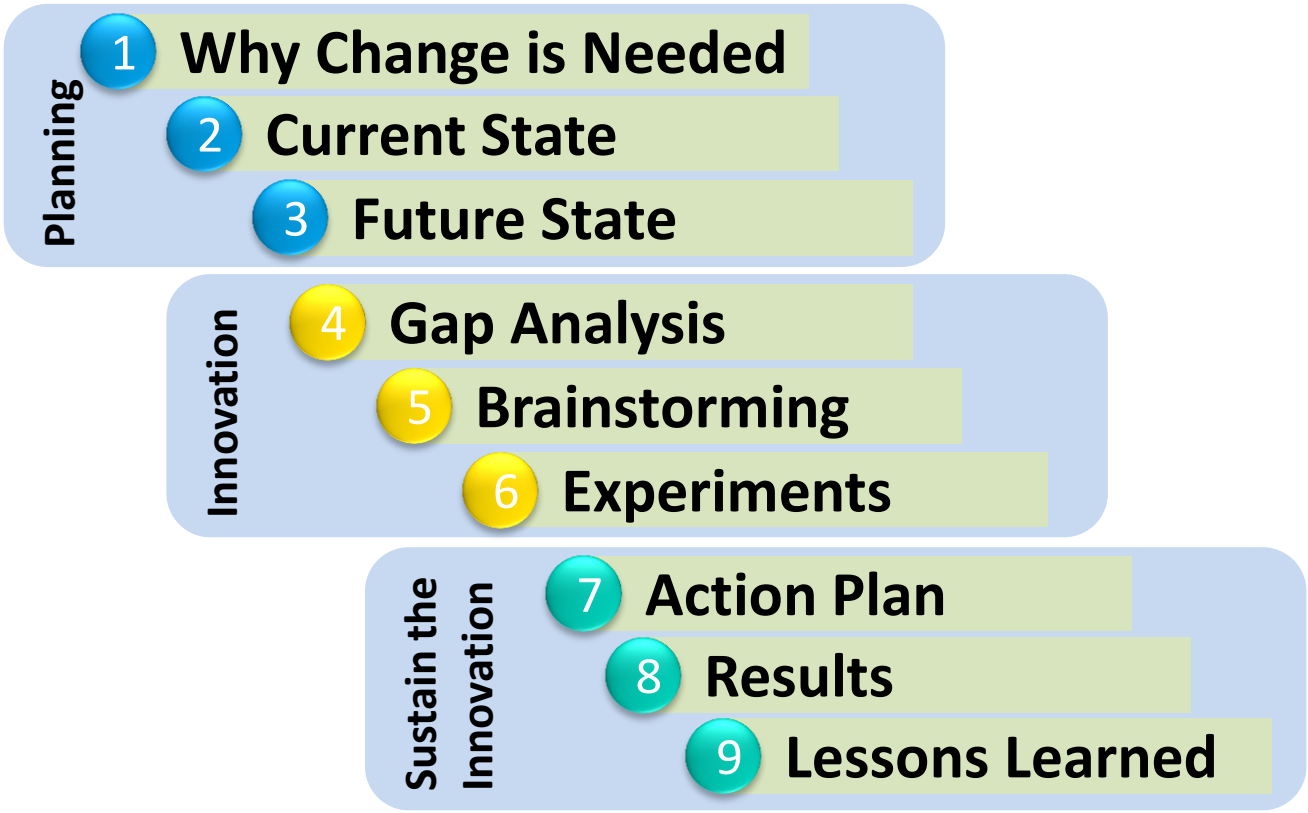
Engaging Employees

- Empower
- Teach
- Support
- Simplify

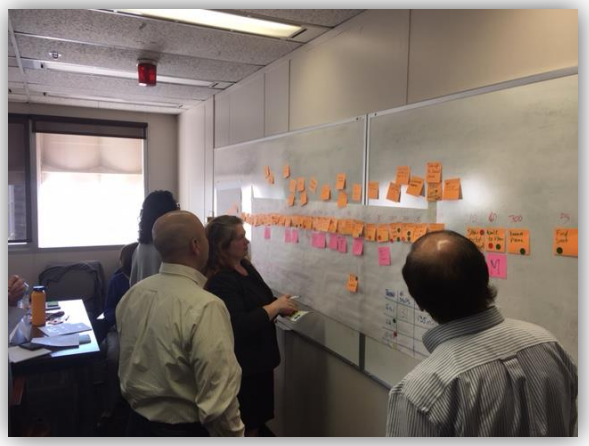
The 8 Types of Waste

D	**O**	**W**	**N**
Defects	**Overproduction**	**Waiting**	**Non-utilized / Underutilized**
T	**I**	**M**	**E**
Transportation	**Inventory**	**Motion**	**Excessive Processing**

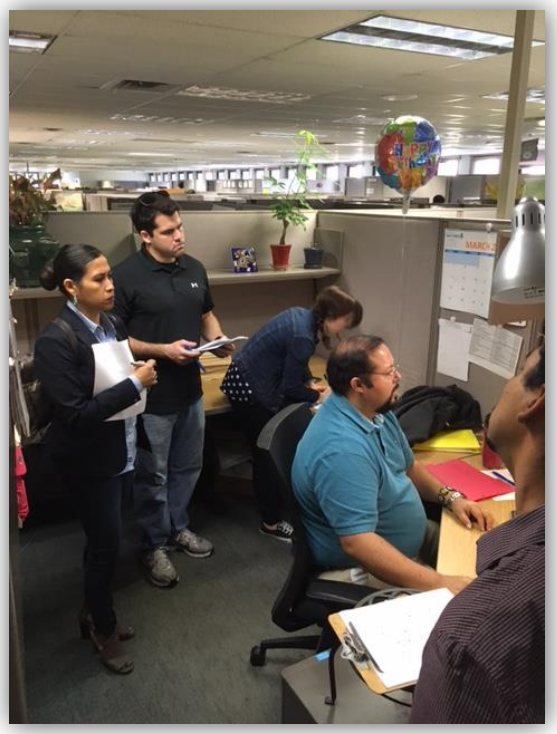
The Innovation Process



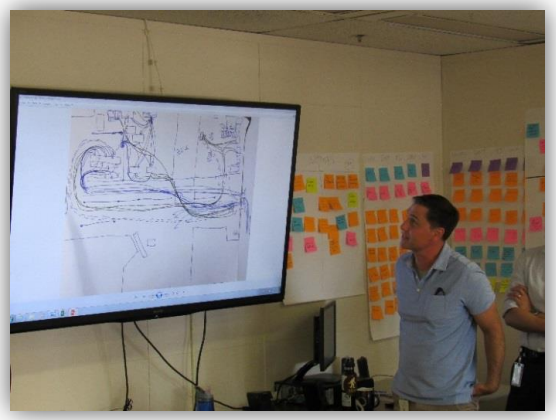
Tools Taught



Process Mapping

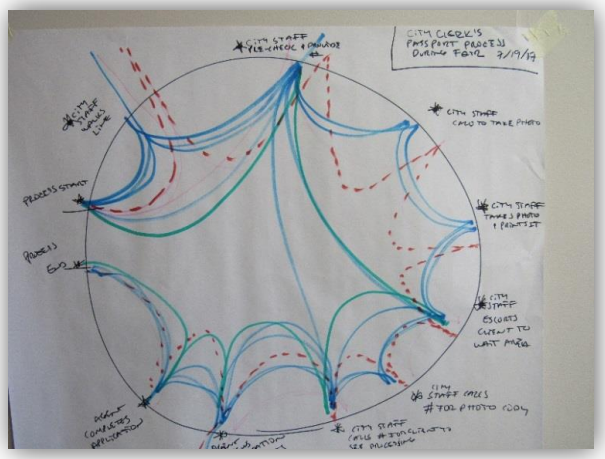


Gemba Walk

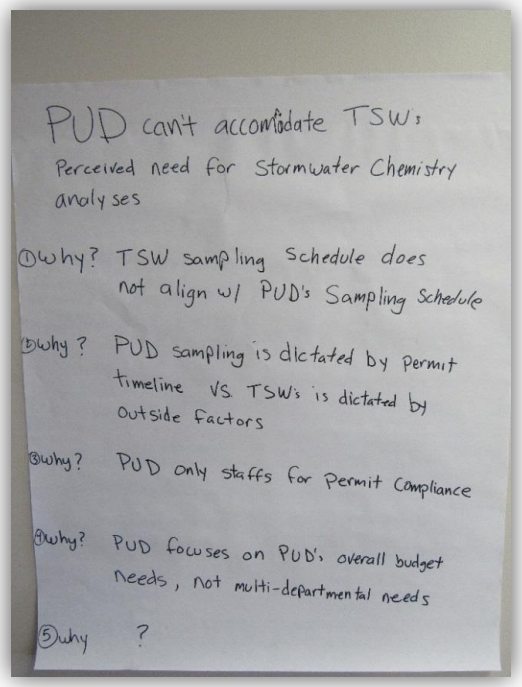


Motion Diagram

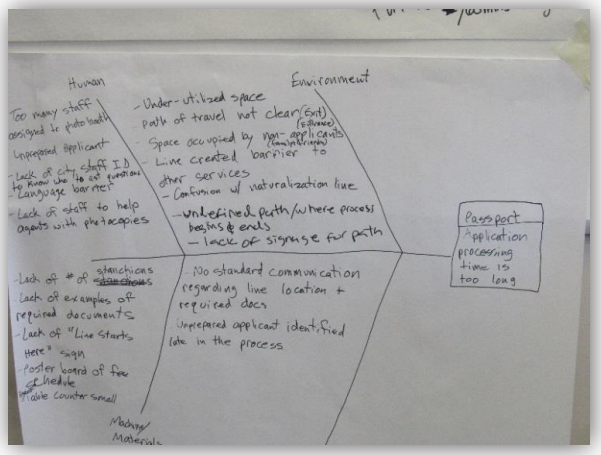
Tools Taught



Communication Circle



5 Why's



Fishbone Diagram

Tools Taught

Mistake Proofing

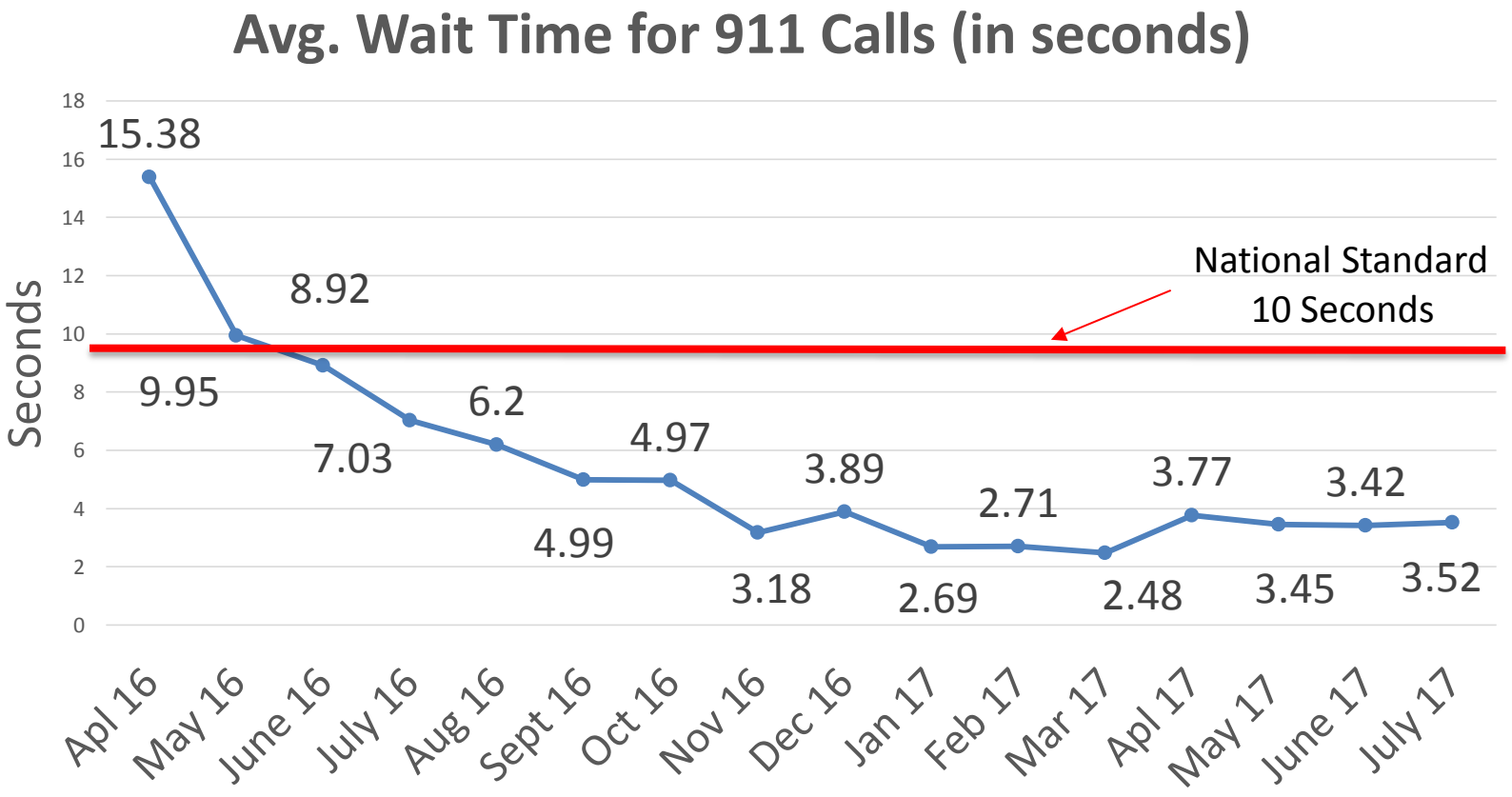
Solution Selection

Team Building

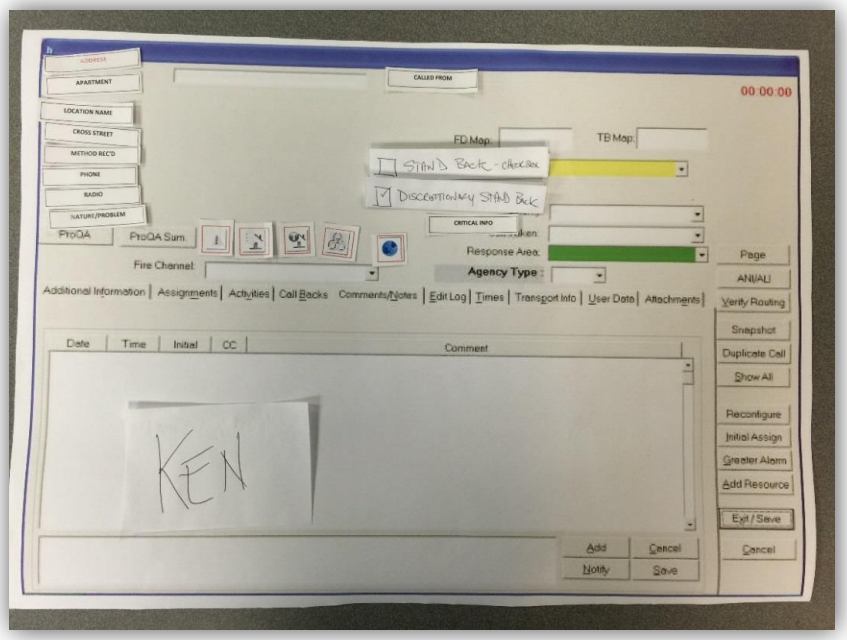
Project Examples: Street Lights

Reduced street light maintenance time from 12 days to 9 days

Project Examples: Police Dispatch

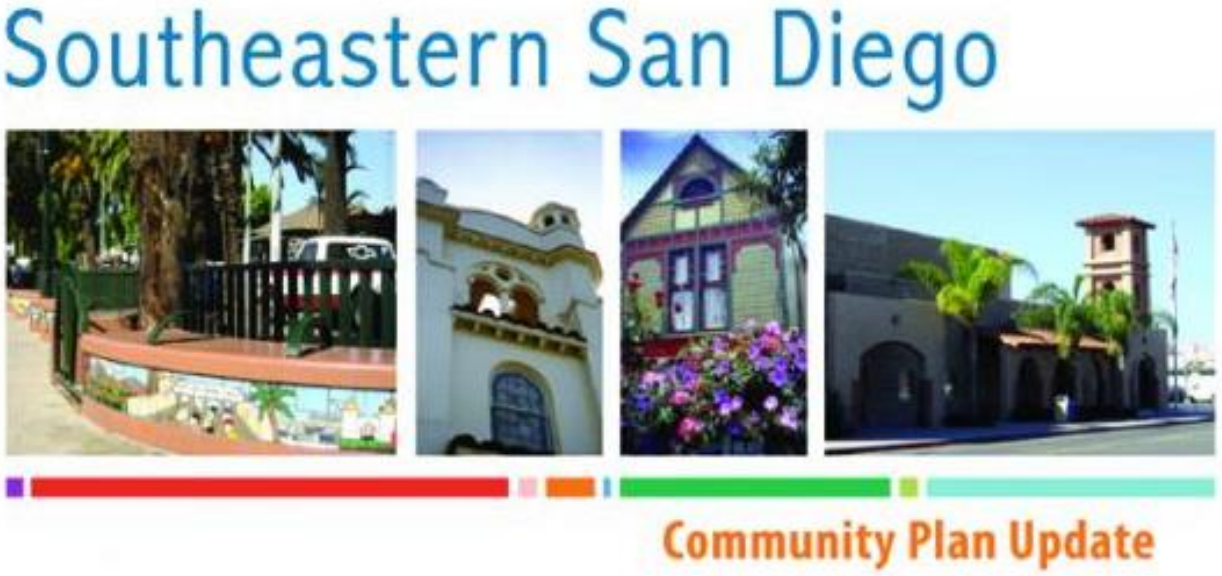


Project Examples: Fire Dispatch



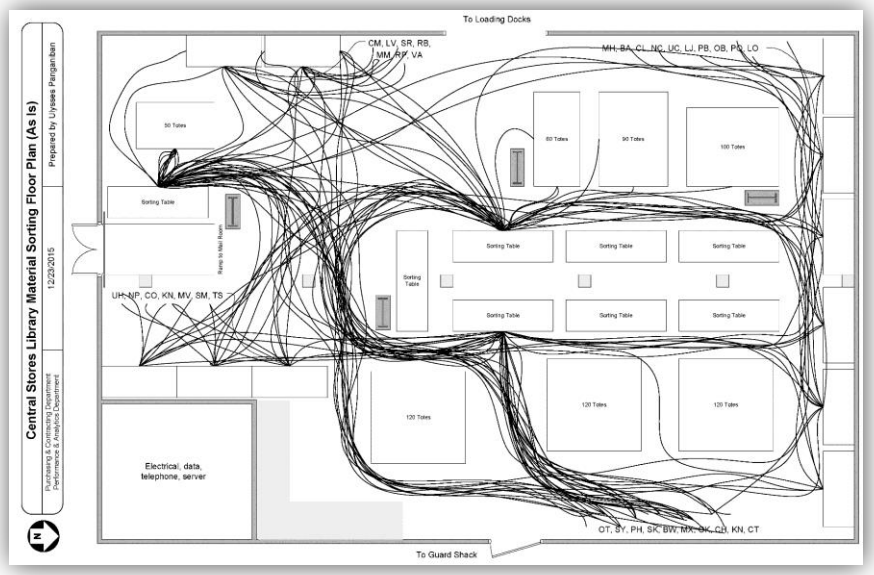
Reduced Average Call Processing time from 61 to 49 seconds

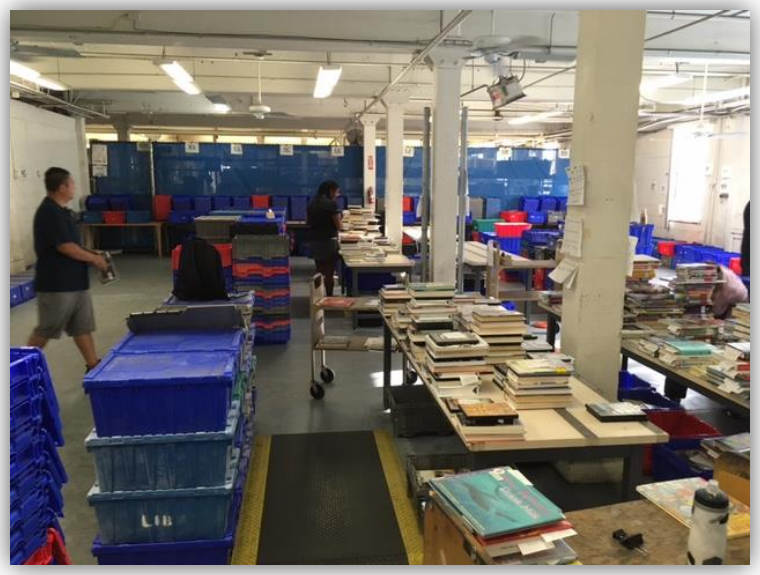
Project Examples: Community Planning



Decreased community plan development time from 85 months to 35 months.

Project Examples: Library Material Sorting





Reduced library material transfer time from 9 days to 2 days

Many Many More

- 2016 training costs
- Administrative Citations SDMC
- Adminstrative Aide Duties
- AMRIS to SAP Conversion Table for Fund...
- archive
- Assoc Analyst Job Description
- BATTERY RECYCLING PROGRAM
- BC&S Internal Order Numbers-INSPECTI...
- Bilingual Request
- Birthdays by Months (3)
- BIRTHDAYS
- BLANKReconciliation
- BUILDING ACCESS AFTER HOURS
- BUILDING ACCESS PROCEDURE AFTER H...
- BUILDING Safety Month Photos and Capt...
- C E Phone List_Alpha tma_02 25 2014
- calculator Add to or subtract from a date
- Central Stores Index
- Children in the Workplace
- CofO Log
- Combo Routing Log
- COMBO STAFF MEETING TOPICS
- COMPUTER INVENTORY RIDGEHAVEN
- CONFERENCE ROOMS RIDGEHAVEN
- Construction Inspections
- ConversionRidgehavenONESD#s
- Demolition Permits 2006 - 2016
- Demolition Permits in Issued and Create...
- DIMENSIONS IN DISCIPLINE LINK
- DLO
- DLroster709
- Downloading Apps for PDA
- Downtown Business Hours
- Downtown hours
- DS-263 Orange Sticker
- DSD CSCS HEAT 2011
- DSD Employees

Take Away

- LEAN Tools Apply to all Settings
- Employee Engagement is key
- Small Ball Matters
- Find What Works for You

In order for change to happen,

Someone has to start acting differently!

Thank You!

Your opinion is important to us!

Please take a moment to complete the survey using the conference mobile app.

Session No: ThS/49
Governing Outside the Lines

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