



Challenges in Lean Government

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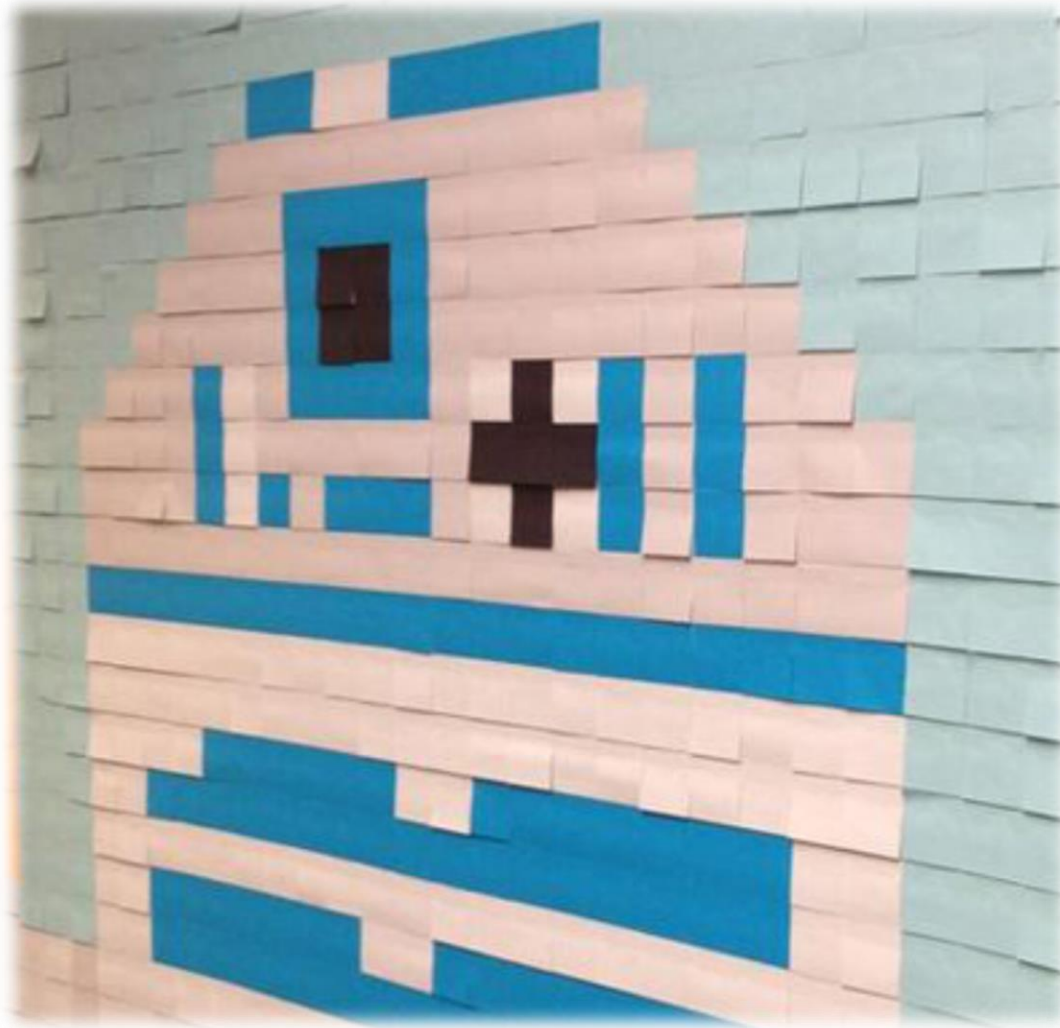




Agenda

- Why
- Journey
- Program
- Project Examples





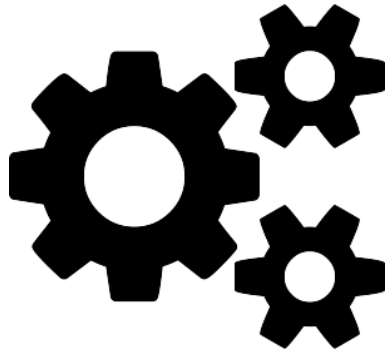


“A Government as Innovative as the People We Serve”

Mayor Kevin L. Faulconer



Performance and Analytics



**Operational Excellence
& Performance
Management**



**311
Customer
Experience**



**Citywide
Engagement**



**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

Defects

O

Overproduction

W

Waiting

N

**Non-utilized /
Underutilized**

T

Transportation

I

Inventory

M

Motion

E

**Excessive
Processing**



Results

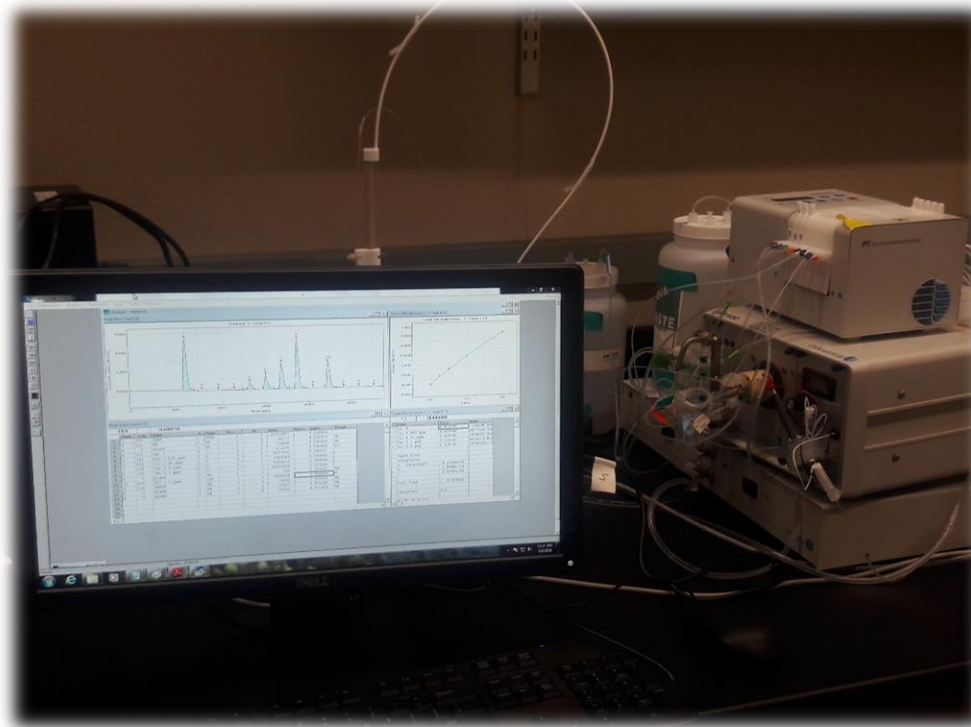
504
Employees
Trained

40
Projects
Completed

\$173, 000
Soft / Hard
Savings



Cyanide Testing



Reduced sample analysis time from 3 hours to 45 minutes.



Lab Testing Storm Water Samples



Reduced processing time from 4 hours to 2 hours.



Passport Services



Reduced processing time from 4 hours to 2 hours.



Water Meter Installation



Reduced meter installation time by 5 hours per day.



Continuous Improvement

Leadership
is
supportive

Using tools
in other
ways

Support for
large
projects



PandA Project Team

Project
Identified

PandA
Team

Data
collected

Staff
team

OpEx
Project

Follow-
up

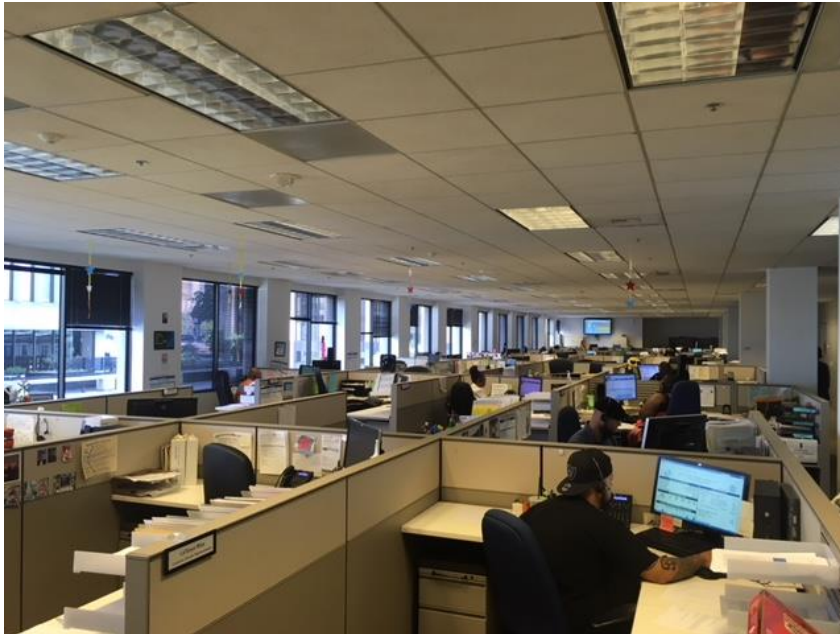


Bridge Shelters





Public Utilities



Unified Command and Control™ - Real-Time Reporting Server

aspect

1:25:00 PM

Amazing Customer Experience

9899007 PUD_CS English

Waiting **1**

Longest **00:00:53**

ASA **00:02:08**

AGENTS

Signed-on/off **20 / 20**

Active **8**

Park **5**

Wrap **3**

Not Ready **4**

TODAY

Handled **483**

Abandoned **56**

Average Time to Abandon **00:01:55**

Customer Callbacks

Current CB Count **0**

Processed Today **18**

Agent	First	Last	Status	Reason	Duration	InCall	AppCS	MailCB	Exp/Queue
PUD_CusExp3	Jana	Domingo	On Hold	Lunch	00:00:19	33	2	7:04:08:18	
PUD_CusExp4	Gema	Expósito	Not Ready	Lunch	00:00:00	28	0	1:00:28:39	
PUD_CL_Backup	Sahar	Khouly	Park	Fulfill	00:00:00	11	1	1:00:00:21	
PUD_CusExp4	Roseanna	Navarro	Not Ready	Coaching/BI	00:18:26	18	1	1:00:00:42	
PUD_CusExp2	Ruth	Contreras	Active		00:07:56	22	1	10:00:00:39	
PUD_CusExp2	Aja	Fuchs	Active		00:00:19	27	4	1:00:23:44	
PUD_CusExp2	Orla	Woods	Park	Administrative	00:46:42	5	0	4:00:49:27	
PUD_CusExp3	Elisnore	Brandon	Active		00:02:11	18	0	2:00:45:11	
PUD_CusExp1	Vargis	White	Active		00:08:13	7	0	20:00:49:07	
PUD_CL_Backup	Marvin	Prattler	Wrap		00:00:37	10	0	0:00:07:28	
PUD_CusExp1	Shubanda	Kilian	Park		00:00:21	9	0	0:00:00:48	
PUD_CL_Backup	Eduardo	Arcana	Active		00:01:59	21	0	0:00:20:13	
PUD_CL_Backup	Eduardo	Cervantes	Active		00:04:30	23	0	0:00:29:39	
PUD_CusExp1	Bekelis	Molina	Park	Front	00:26:52	8	0	17:00:00:00	
PUD_CusExp2	Danyla	Evans	Active		00:00:48	17	0	0:00:00:28	
PUD_CusExp1	La Tanya	Wise	Wrap		00:00:08	14	1	1:00:00:28	
PUD_CL_Backup	Christan	Anguiano	Not Ready	Lunch	00:01:11	31	2	1:00:00:00	
PUD_CL_Backup	Glynis	Terry	Active		00:01:29	19	0	1:00:00:00	
PUD_CusExp1	Charlie	Moody	Active		00:00:19	37	2	4:00:00:00	
PUD_CusExp4	Franchesca	Allen	Wrap		00:00:26	20	0	2:00:00:00	
PUD_CusExp2	Deloris	Fajardo	Not Ready	Lunch	00:01:11	34	1	1:00:00:00	
PUD_CusExp3	Michelle	Eduardo	Not Ready	Lunch	00:00:14	15	0	0:00:00:00	
PUD_CL_Backup	Ethan	Lopez	Active		00:01:38	6	2	3:00:00:00	



Create Waves of Excellence

- Grow your employees
- Celebrate ALL improvements
- Continuous improvement of program





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.

WS/19

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