

Triage



Determine who the customer is and how they may need to be handled in different manners

Types of customers

- Self-Serve Customer: Knows the process, needs minimal assistance
- Intensive Care Customer: Knows nothing, needs help through the entire process
- Moderates: Needs some help to get through the process

Where do you see items in your organization _____

Simultaneous Processing is simply running something through the process in multiple channels instead of going down one pipe.

Simultaneous Processing



Can you be running different processes at the same time?

Where do you see items in your organization _____

Bottlenecks



Where are people or items waiting?

Types of Bottlenecks

- Waiting for signature
- Waiting for data entry
- Waiting for review
- Needs a specialist

Where do you see items in your organization

Where are things held up for specific timelines, for multiple processing, etc?

Batching



Examples:

- The board meets once a month.
- Payments are only processed on Tuesdays.
- Deposits are posted at 3 p.m.
- We wait for 25 applications to be collected before sending them to the hiring manager.
- Work orders or Cases are assigned once a day.

Where do you see items in your organization _____

Eliminate Backlog



Find a way to address

Types of Backlog

Historic – We've always been behind.

Growing – More work is coming in.

Seasonal – For Code Enforcement, summer is not the time to plan new implementation, training, conferences, etc.

Where do you see items in your organization _____
