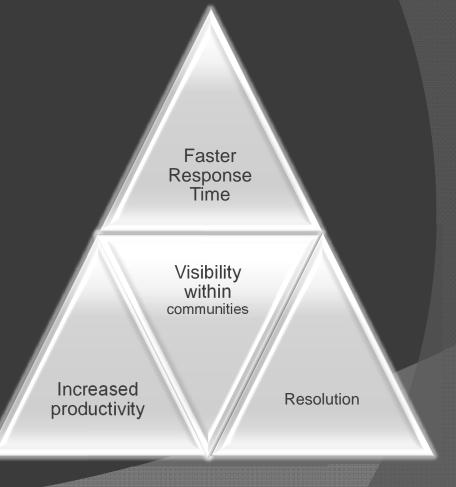
### Department of Neighborhoods Inspections Process Improvement Phase I

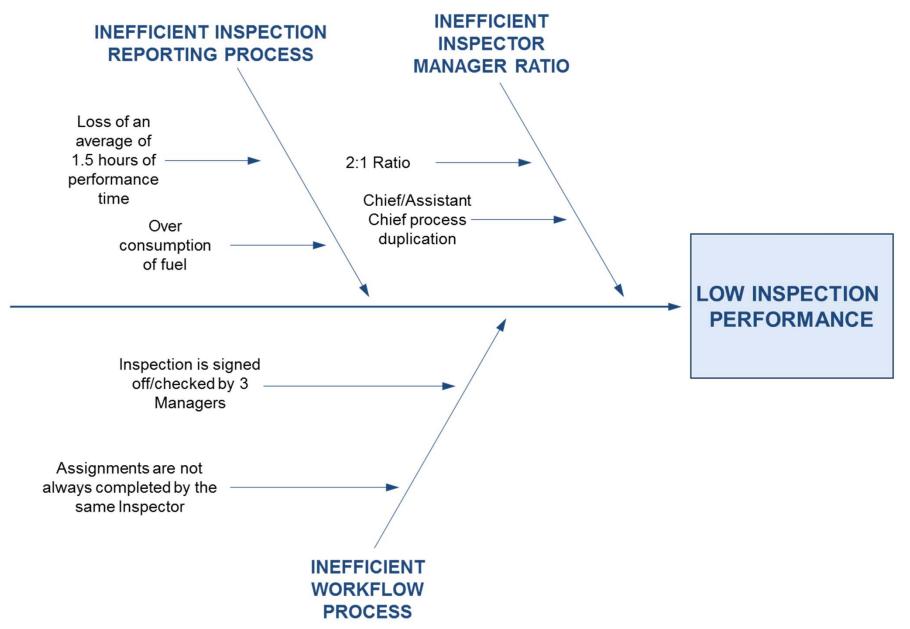
the FY14 Performance Measure goal of 10 days.					
Project Leader:  Champion: Director Katye Tipton  Department Description: Department of Neighborhoods/ Inspections  Team Member Function % Time  Facilitator, LSSGB 30%  Facilitator, LSSGB 30%  Admin. Specialist 15%  Chief Specialist 5%  Inspector 10%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

## Current State (Workday)

Inspector returns to Inspectors reports to Inspectors drop off Inspector completes 7125 Ardmore previous days packet, and receive the Inspector drives to assigned inspections/proactive 7125 Ardmore (between 7:30 am and assigned area (between 3:30 pm-8:00 am) current days packet inspections 4:00 pm)

## Project Goals



#### Structures

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

- Previous Structure
   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 Multiservice 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)

Inspectors reports to Telework Location (between 7:30 am and 8:00 am)

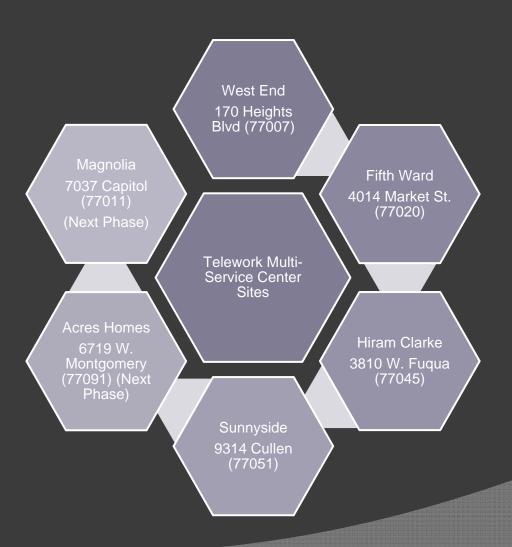


Inspector completes assigned inspections/proactive inspections



Inspector returns to Telework Location (between 4:00 pm-5:00 pm)

## Multi-service Centers



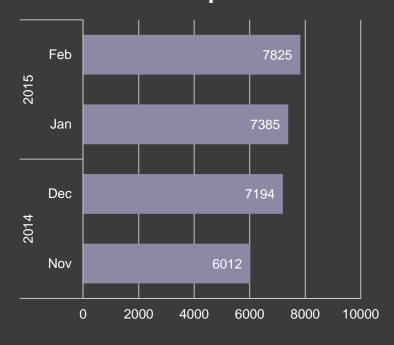
## Diversity



#### **Telework Program**

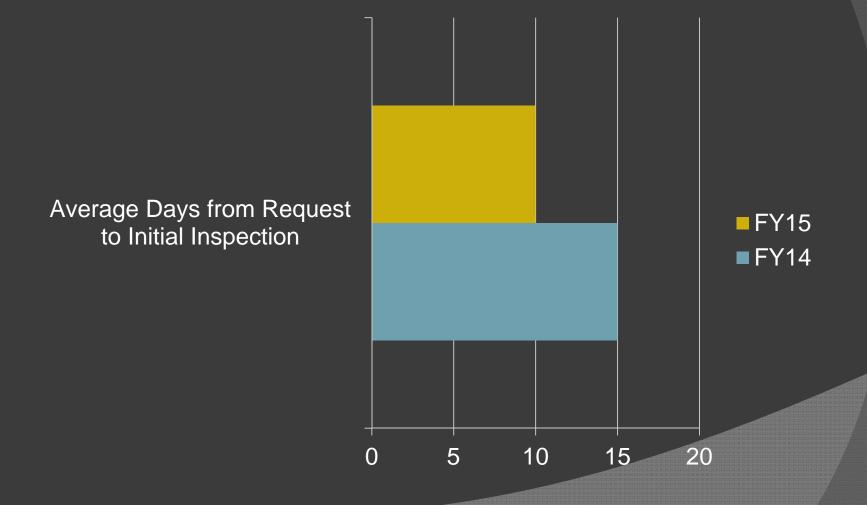
■ Total

## Telework Site Visits Comparison



- Additional 8Inspectors/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



### 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