

Development Project System (DPS) Approvals Project Charter

Project Name: Development Project System Approvals Improvements

Date Chartered: January 1, 2013.

Expected Completion Date: June 1, 2013

Team Sponsor: Steve Miller – Bureau Director, Bureau of Facilities and Lands

Team Leader: Dan Olson - LF

Background:

Capital Budget Development in the Bureau of Facilities and Lands is a complex process. Field managers conceive of new development projects and submit their requests for these projects through channels to the Bureau of Facilities and Lands via an electronic project request form. The Bureau of Facilities and Lands processes these requests and works with the Bureau of Finance to eventually fund viable projects for construction on Department properties. This process can at times be very cumbersome, time consuming, and complicated for both field managers and personnel in the Bureau of Facilities and Lands.

Team Goal/Mission:

The mission of this project is to apply Lean Six Sigma principles to the Facilities and Lands electronic Development Project System (DPS) (formerly called the E-197 form) seeking ways to improve system efficiencies as it relates to the project approval process.

The team will implement improvements that accomplish the following:

1. Clarify the approval routing process for new projects and seek ways to streamline or reduce extraneous approvals/e-mails.
2. Reduce the time it takes for a project to go through the approval process.
3. Beyond the project initiator, reduce staff time required to review and approve new development project requests.
4. Improve user/customer satisfaction with the DPS approval process.

Measures to be used to determine success:

1. Reduce the number of approvals required for a-projects processed within a given time frame by 10%
Measure: compare average number of required post-improvement approvals for projects processed (monthly, quarterly, annually) against the pre-improvement baseline
2. Reduce by 10% the combined Lead Time for approval of a new project: Pre-improvement this only includes the time -
 - a) from Project Initiator to Bureau
 - b) from Bureau to Finance**Measure:** based on pre- and post-improvement DPS record date and time stamps, compare average lead times, similar to a) and b) above.
3. Beyond the project initiator, reduce staff time needed to review and approve new projects by 5%
Measure: based on pre and post-improvement process times of targeted Development Coordinator, Bureau Representative, and Facilities Management role holders
4. Improve customer satisfaction with the DPS approval process by 10%
Measure: based on pre- and post-improvement customer surveys

Team Members:

- Dan Olson – Team Leader, LF
- Su DaWalt – Bureau of Forestry
- John Olson – Bureau of Facilities and Lands
- Alan Crossley – Bureau of Wildlife
- Anthonette Gilpatrick – Facilities and Lands, South Central Region
- Missy Vanlanduyt – Bureau of Parks

- Julie Amakobe – Bureau of Facilities and Lands
- Cheryl Goodman – Bureau of Fisheries Management
- Brian Hefty – Bureau of Facilities and Lands, South Central Region

Issues to be addressed:

1. Perception that there are too many approval signatures required for new projects.
2. Investigate the value that each approver adds or does not add to the project approval process.
3. Study the time it takes for projects to be approved and investigate ways the approval time might be reduced or streamlined.
4. Define the responsibilities of each approving role.
5. Assess the current order of reviewers to maximize efficiency of project progression through the approval chain.

Expected Results:

- Upon completion of this project the new project approval process will:
 - Be easy to understand, self-explanatory.
 - Minimize the amount of time required for new project approvals.
 - Minimize the number of approval signatures required.

Support/Resources People:

Other users/Customers including:

- Project Initiators
- LF Engineers and Landscape Architects
- Program Development Coordinators
- Program Supervisors
- Bureau Directors
- Bureau of Finance personnel – Kortney Anderson
- Program Managers/Bureau Staff – Kate Fitzgerald, LF Bureau; Mike Warnke – FR Bureau
- Badrinath Lankella – Programmer in LF Bureau

Responsibilities and Boundaries:

The mission of this project is to focus on improvements to the DPS project approval process. The use of Lean Six Sigma methodologies to evaluate the entire Facilities and Lands Capital Development process will be outside the scope of work on this project.