

Process Improvement at VTrans

Faith I. Brown – Director of Finance and Admin.

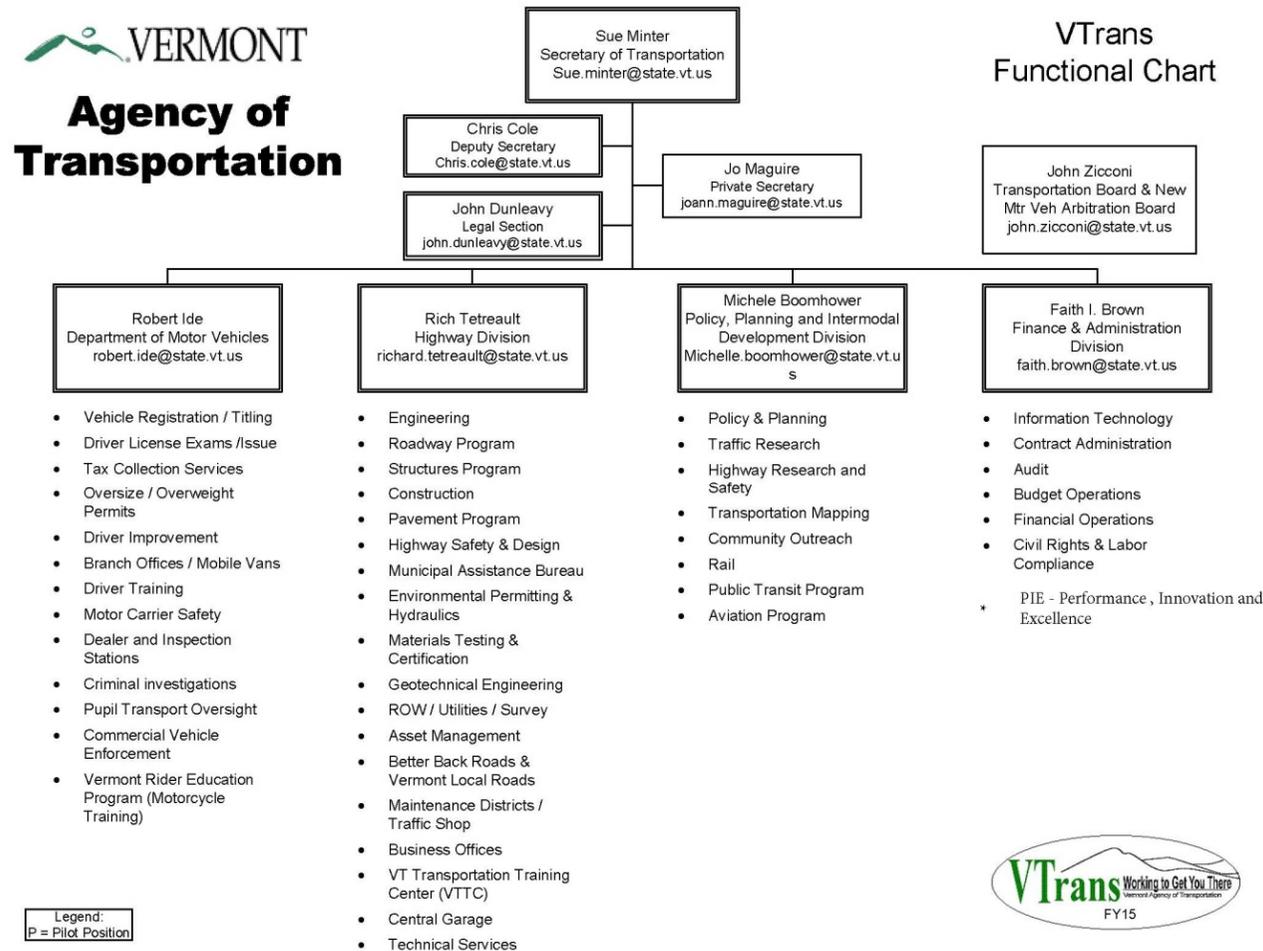
June Burr – Business Process Manager

Rich Ranaldo – Construction Service Engineer

AOT PIE Section

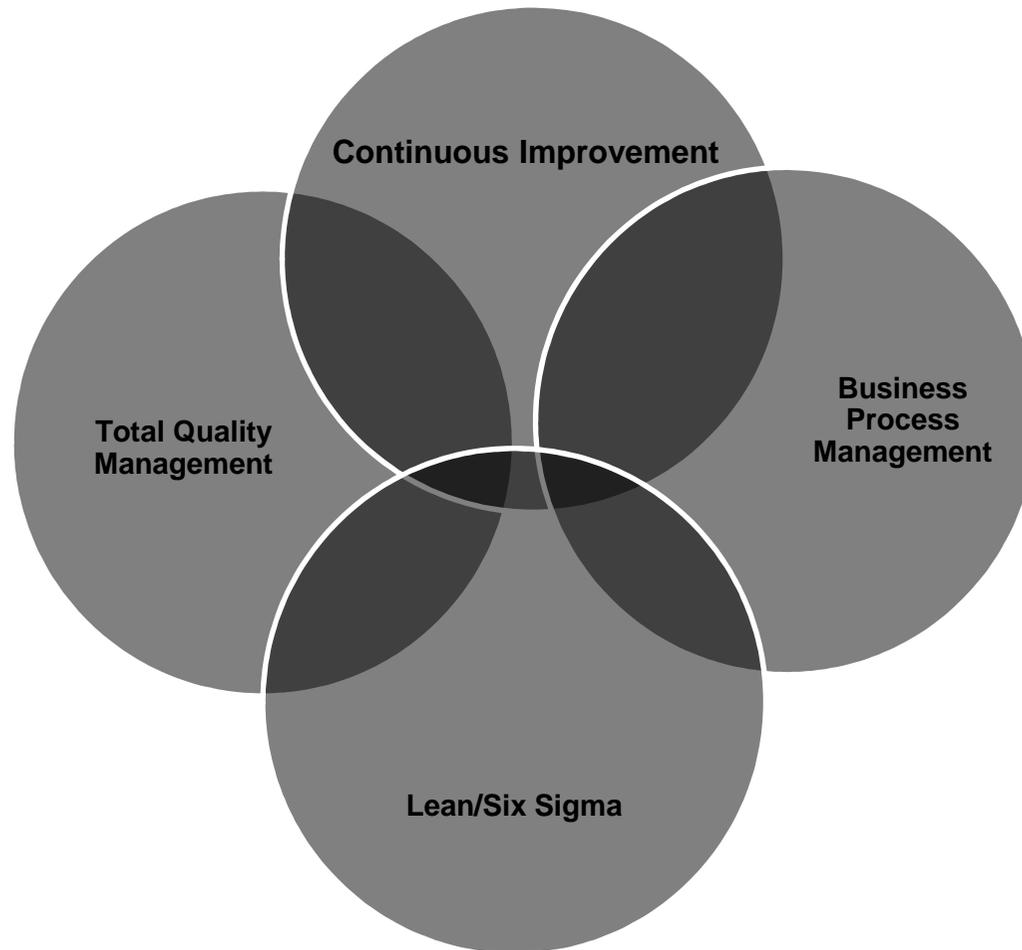
Performance, Innovation and Excellence !!

Process Improvement at VTrans



Process Improvement

What is it?



Why do we need it?

**Constrained
Resources**

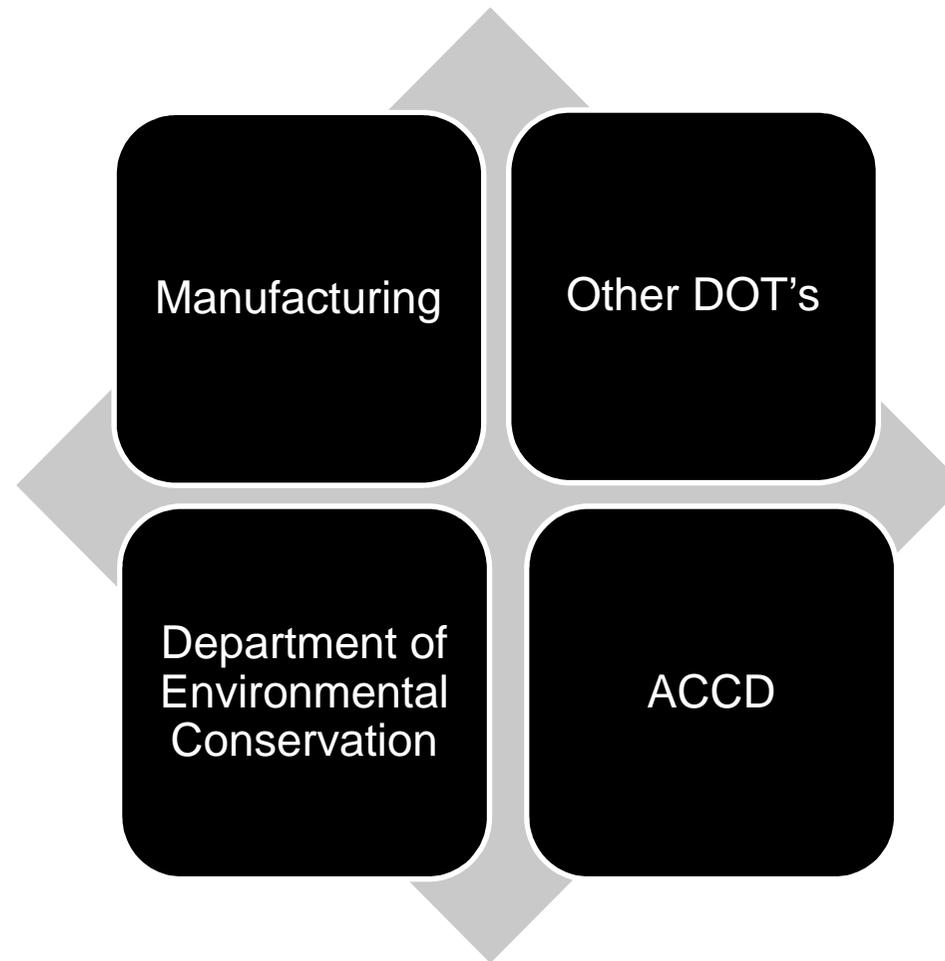
**50 year old
processes**

**Busy doing the
work**

**Employees
eager to make
improvements**

**Greater
Customer
Satisfaction**

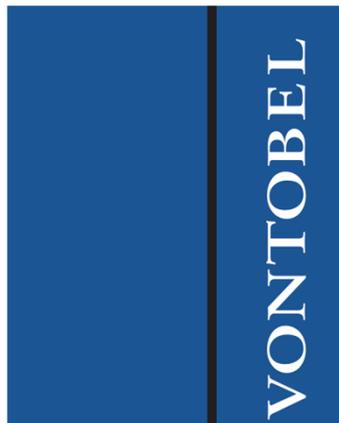
Who else is doing it?



Who else is doing it?



JANUS



What does it look like?

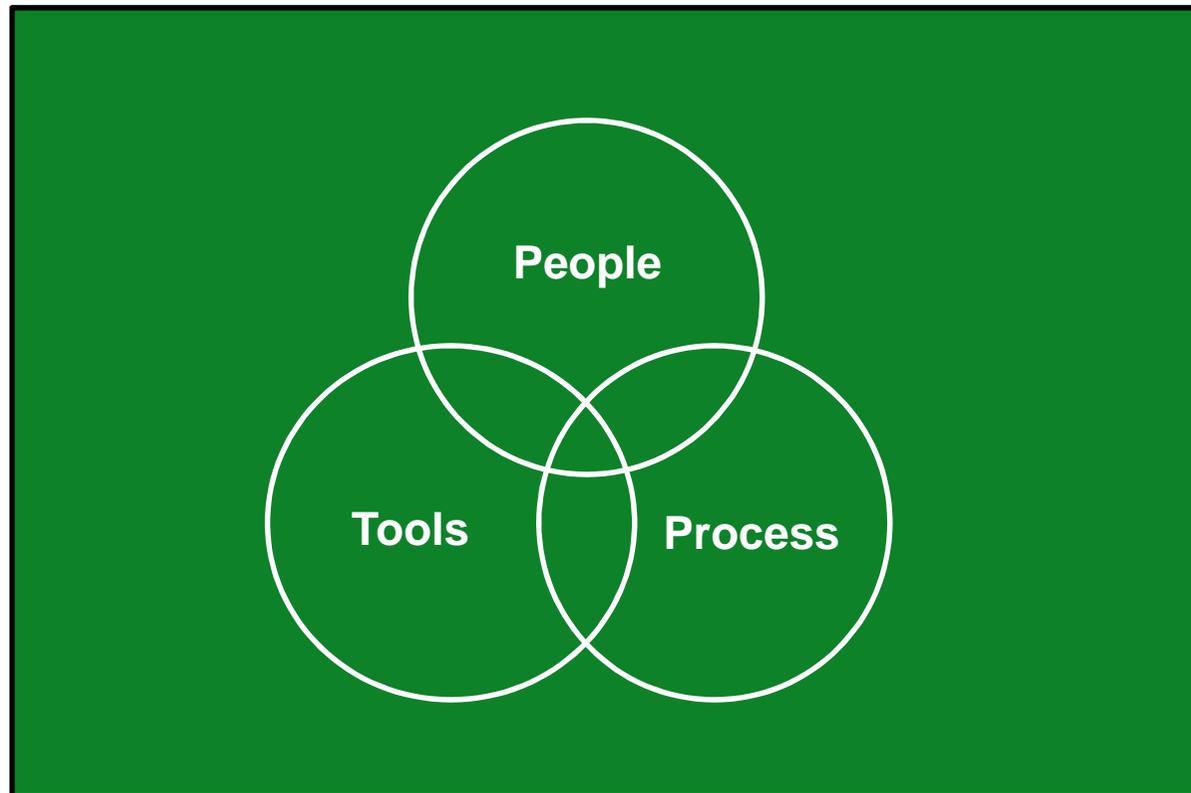
Put a good performer in a bad system and the system will win every time. - Rummler



What does it feel like?



Systematic Approach



Performance Dimensions



Overall Cost Benefit

Project	Federal & State Combined Cost	20 YR Overall Efficiency Gain
Finals Process	\$467,435	\$712,500
Right-of-Way Process	<u>\$1,444,590</u>	<u>\$18,540,000</u>
Overall Combined	\$1,912,025	\$19,252,500

Source: Independent Review of a Proposed Contract Extension for a Vendor Providing BPMS Technology
(Coeur Group, October 2014)

20 YR Net Gain

Efficiency Gain \$19,252,500

Cost - \$1,912,025

Net Gain **\$17,340,475**

Source: Independent Review of a Proposed Contract Extension for a Vendor Providing BPMS Technology
(Coeur Group, October 2014)

Construction Contracting Finals

Step
1



**Intake
Project Box**



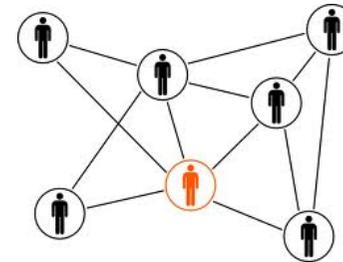
Field

Step
2



**Contractor
Approval**

Step
3



Routing



**Final
Voucher**

Prior to 2007 17.4 Months

2013 ~12.2 Months

Future: Automated System <10 Months

Performance Dimensions



Resources

- M. Beckley, *“Control the Playing Field With Business Process Management”*, (2008)
- Government Finance Officers Association, *“A Guide to Starting The Lean Journey”*, (2014)
- D. McLane, *“State of Vermont, Independent Review Of A Proposed Contract Extension For A Vendor Providing Business Process Management System Technology”*, (2014). Missouri: PMP Coeur Business Group
- K. Taylor, Assistant Secretary Strategic, Enterprise and Employee Services, (2013). *“Synthesis of Lean Information and Practice in Government”*. Washington State Department of Transportation
- U.S. Environmental Protection Agency. *“Lean in Government Starter Kit Version 3.0”*,(2011)
- *“White Paper from The Economist Intelligence Unit Limited”*. Providing Value in the Age of Austerity – New Normal For US Government Programmes, (2013).