

Group #1

Participants:

Milo Alvarez

Elbridge Cleveland

Bill Devito

Colleen Dewine

Beth Gentile

Justin Jones

Becky Kempney

Joe Lamb

Manuel Orta

Placido Orta

Ron Randall

Vern Reynolds

Scott Stewart

Cirilo Valentin

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IDEA

- **Improve the work order system by partnering with the TMA Committee to achieve less administrative burden, greater flexibility and more dependability of data.**
- **Including:**
 - **Problem resolutions with administration offices**
 - **Lower the total number of work orders**
 - **Use more time types (yellow cards)**
 - **Consolidating duplicate work orders where possible**

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CURRENT STATE

- **Work orders information can be confusing to all users.**
- **There are too many work orders compared to what is necessary i.e duplicates/monthly**
- **Many groups/individuals see work order requirements differently**
- **Those using the work order system need better Education / Training**
- **Currently, there is not a way for those who use TMA to provide feedback.**

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FUTURE STATE

In the future we see:

- **Using more time types than work orders**
- **The redesigned process/system has reduced the volume of tasks allowing Supervisors to Supervise more**
- **The new system includes a dedicated process to gather feedback and do evaluation**
- **The dedicated process includes a way to review feedback and a way to follow up so that people who provided the feedback are in the loop as to results**
- **Stronger education leading to less errors**

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SOLUTIONS (both short term and long term)

- **Step 1: Meet with TMA Committee; exchange ideas/concerns**
- **Step 2: Meet with our Group to consider the input received from the TMA Committee meeting and come up with recommendations**
- **Step 3: Meet again with TMA Committee; make recommendations and agree on action plan and priorities**
- **Step 4: Begin implementation on the highest priority items; educate all users on new approach and establish a feedback process**
- **Step 5: Pursue in our Group and with the TMA Committee the long term solutions game plan and provide regular input along the way to the TMA Committee.**

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TIME LINE

- **Mid June; 1st Group Meeting; prepare for TMAC**
- **Late June; 1st Meeting with TMAC to exchange information**
- **Mid July; Our 2nd Group Meeting; analyze TMAC results and prepare recommendations for our path forward**
- **Late July; 2nd Meeting with TMAC to present and discuss short term recommendations**
- **August; Hold additional meetings as necessary to agree on path(s) forward and begin implementation. Also discuss long term solutions**
- **Dec 2017; Progress Report on Solutions, Measures of Success and next steps for 2018**
- **May 2018; Report Out to Meeting Group on one year summary**