



When your process owners use Lean Methods, the speed and ease of providing your products and services will increase along with customer satisfaction. Lean simplifies process steps, eliminating non-value added activities; and addresses waste in time, materials and expenses throughout the organization.

Maintenance Challenge

In order to perform the required maintenance on a generator, our electric utility client had to power the unit down, complete all necessary work, and then restart the generator. The median cycle time for this process was 2.7 days. As any downtime is costly to our client, their goal was to reduce this time from 2.7 to 2 days, which would save the company \$400,000.

By implementing Lean Methods, the client reduced the restart time to only 4 hours. One stage in the restart process includes checking certain valves and ensuring that they are correctly positioned. Previously, this activity had been conducted by subsystem, and not by valve location.

Lean Methods showed the following path to improvement: checking all valves according to location dramatically reduces the restart time and produces savings for this utility of \$1.4 million annually - on this unit alone.

Back Office Operations

For one gas utility client, the median processing time for new contracts was 37 days. Not only was this unacceptable from a satisfaction standpoint, but it also contributed to a significant backlog of contracts. The client's objective was to streamline this process down to a median of 15 days.

By implementing Lean Methods, the client was able to eliminate some components of their contracts that were causing delays, making the approval process easier, and reducing the contracting process to just under 15 days.

Now the client can process more contracts, and do so more quickly, resulting in a \$3 million annual financial benefit.