

Number of Trip Cards With One or More Errors Public Works & Assets SWMS



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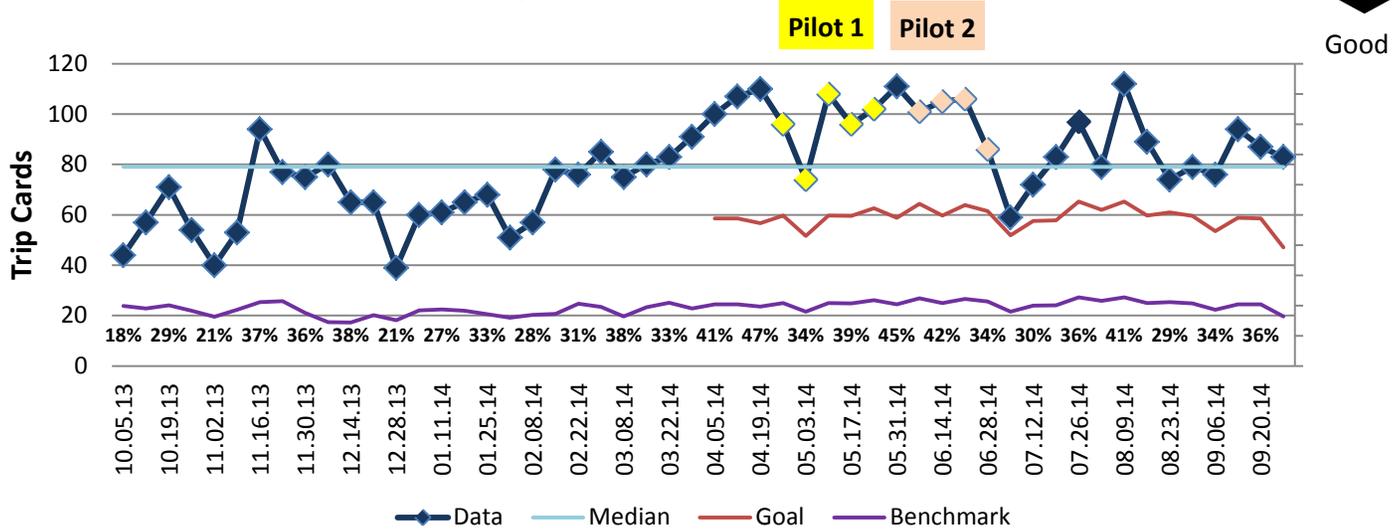
Process: Data Collection and Data Entry

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 28% of trip cards 2013 Goal: Reduce the percentage of trip cards with errors from 28% in 2013 to 24% by July 2014 Benchmark: 10% error rate	Data Source: Trip Cards Goal Source: Estimate of Potential Pilot Benchmark Source: statistically acceptable	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Number of trip cards (garbage, recycling, yard waste, & bulk waste) each week with one or more time or mileage errors Why Measure: Ensure accurate data for reports & data decision making Next Improvement Step: Implement redesigned paper trip cards and monitor results

How Are We Doing?

03.30.14-09.27.14 6 Month Goal	03.30.14-09.27.14 6 Month Actual		09.21.14-09.27.14 Goal	09.21.14-09.27.14 Actual	
1,533	2,386		47	83	
Trip Cards	Trip Cards		Trip Cards	Trip Cards	

Number of Trip Cards With One or More Errors



Brainstormed Root Causes from LEAN project

- Too many versions of the trip card
- No differentiation between route activities versus complaints
- Too many different areas to fill out on the trip card
- Too many data entry points for Drivers
- Route assignment information gets recorded 3 different times
- Too much manual data entry