

A lean six sigma approach to improve municipal service processes

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Abstract

This research aims to identify the current state of process management for municipal subsidies and is proposing to improve the process by reducing motion, deadlines and excessive actions and to eliminate duplication of processes and overproduction. Time spent and process efficiency is the subject tackled in this research. Several areas of action that affect the overall process as departments, regulations, time, experts, movements, materials and procedures have been explored. Lean six sigma/DMAIC model is used as an adequate mechanism for the implementation of this project which aims to improve the quality of service. The result of the research is not limited to only one specific process, the applied model in this study can be used to improve many processes in municipalities. Currently, in order to receive a final response from municipal authorities for subsidies allocation, 41hr of process time, 160 hr of calendar time and 232 hr of wait time are needed. The process efficiency is only 10%.

Keywords: Lean six sigma, Public Service Processes, DMAIC, lean six sigma tools, Municipal Subsidies.

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