



Equipment Refresh

Information Services Division

Implemented March 2014

*By thinking Lean we will
reduce cycle time by 24 hours*

Problem

The Information Services Division distributes a lot of equipment. When large orders of equipment come in at the same time it was a challenge to get them deployed in a timely manner. For this project, DOL was deploying about 250 laptops and desktops.

Causes

- Transportation of telecommunications equipment to a centralized location.
- Deploying one computer takes a long time.
- No quality checklist available.
- A lot of communications with many people.

Solution

- Delivered computers to the Telecommunications room rather than the basement, reducing transportation of equipment.
- Set up an imaging station, enabling an expedited imaging process.
- Utilized a quality checklist to assist in expediting the deployment.
- Coordinated with the supervisor and staff ahead of time to deploy groups of computers rather than individually, saving time and unnecessary communications.
- Enhanced overall communication.

Results

