



Parking Registration

Administrative Services Division

Implemented October 2014

*By thinking Lean we
reduced touch time by 8.8 hours*

Problem

- The manual process took too long (up to 152 hours or 6.3 days).
- Black Lake parking lot applications were processed in another building. This caused wasted time and transportation cost.
- At times parking decals were lost.

Causes

- Many handoffs in the process.
- Applications for Black Lake parking processed at a central location.
- Missing, different, broken links on the intranet; wrong form being accessed.
- Registration forming missing instructions.

Solution

- Streamlined and standardized the process.
- Identified a point of contact for Black Lake.
- Improved the website: removed old registration forms and fixed broken links.
- Improved the registration form by adding instructions.
- Included the parking registration process at New Employee Orientation.

Results



Additionally, handoffs were reduced by 10 (from 14 to just 4)

