



# Programs and Services Executive Correspondence

Programs and Services Division (PSD)  
Currently Implementing

*By thinking Lean we will  
reduce the annual Cycle Time by 29 hours*

## Problem

The Director's Office assigns executive correspondence assignments (approximately 144 per year) to PSD through SharePoint. This starts the internal division process of routing to the appropriate program area and responding to the customer. During the process there are many handoffs and communications between the Director's Office, the AD's Office, the admin assistants and the subject matter experts to get to the desired end result: effective communication to the external customer. Inconsistent procedures are being used throughout the process. This leads to inconsistent results.

## Causes

- No standard process or tools for staff to utilize.

## Solution

- Create response templates and a draft response checklist for Administrative Assistant (AA) team and Subject Matter Experts (SME).
- Provide training for AAs and SMEs on correspondence guidelines, expectations, and future state process.
- Provide Correspondence SharePoint training for AA team.
- Implement daily administrative assistant huddles to discuss assignment of correspondence.

## Anticipated Results

