



THE PROCESS PROS ■ your gateway to process improvement

# Government

Overview Practices



# Government



## Results

- Reduction of operational costs with 30% and reduction of rework
- Speeding up the policy and decision making processes with 40%
- Increased customer satisfaction with 20%
- Fastening of approval times of permits, licences and such with 25%

## Goals

- Improving effectiveness of processes and smarter outline of processes on area development and building, social planning, transportation, (building) permits, public services, purchasing, Planning & Control, HRM, Facility Management
- Better cooperation between people or departments (e.g. Front Office and Back Office staf)

## Approach

- Value stream mapping, customer KPI, implementation of process management methods, introduction of lean management & Six Sigma

# The Stocking Factory

