



REDUCING SERVICE TIME

- **Client:** A large utility company
- **Business Area:** New customer connections
- **Opportunity:** Streamline the time to install a new client's gas and electric service from 26 weeks to 13 weeks
- **Findings:** Discovered that the business was measuring success in a way that was meaningless to the customer (average time v. delivery to due date); process was worse than originally believed (36 weeks!)
- **Results:**
 - Empowered Union employees and leaders to participate, building buy-in and support for future projects (Unions **asked for** the use of the Lean Six Sigma approach on another upcoming project!)
 - Removed 24 handoffs from the process (going from 27 to 3)
 - Vastly reduced work time and overall cycle time, delivering customer connections in as little as 10 days when needed by customers