



# Lean Six Sigma Black Belt Project PEO CS&CSS Omnibus Services Program

Type: DMAIC

Project 199, Final Briefing 18 May 06

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BG Patrick O'Reilly, PEO CS&CSS

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PEO CS&CSS: Susan Budrys, Dianne Duggan, Mike Scharra

Business Law: Christine Kachan

Acq Ctr: Heidi Henderson, Susan Jackson, Laura Jacobson, Jay Lentz, Vanita Sims, Scott Sinelli, Diana Wend



# Problem Statement

The current process for acquiring services under the Multiple Award Task Order (MATO) contract for PEO CS&CSS is not effective or efficient.

Problem Statement approved on Initial Brief: 14 Jul 04



# Problem Impact

Customer (PEO CS&CSS) satisfaction with the program is unacceptably low and the PEO's ability to meet mission requirements is being adversely affected. Number of days to solicit and process awards is unacceptable.



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## Completed Goals

- Reduced cycle time by 59% (goal was 40%)
- Improve the customer feedback mechanism – new tool implemented
- Improve customer satisfaction – feedback has improved significantly.



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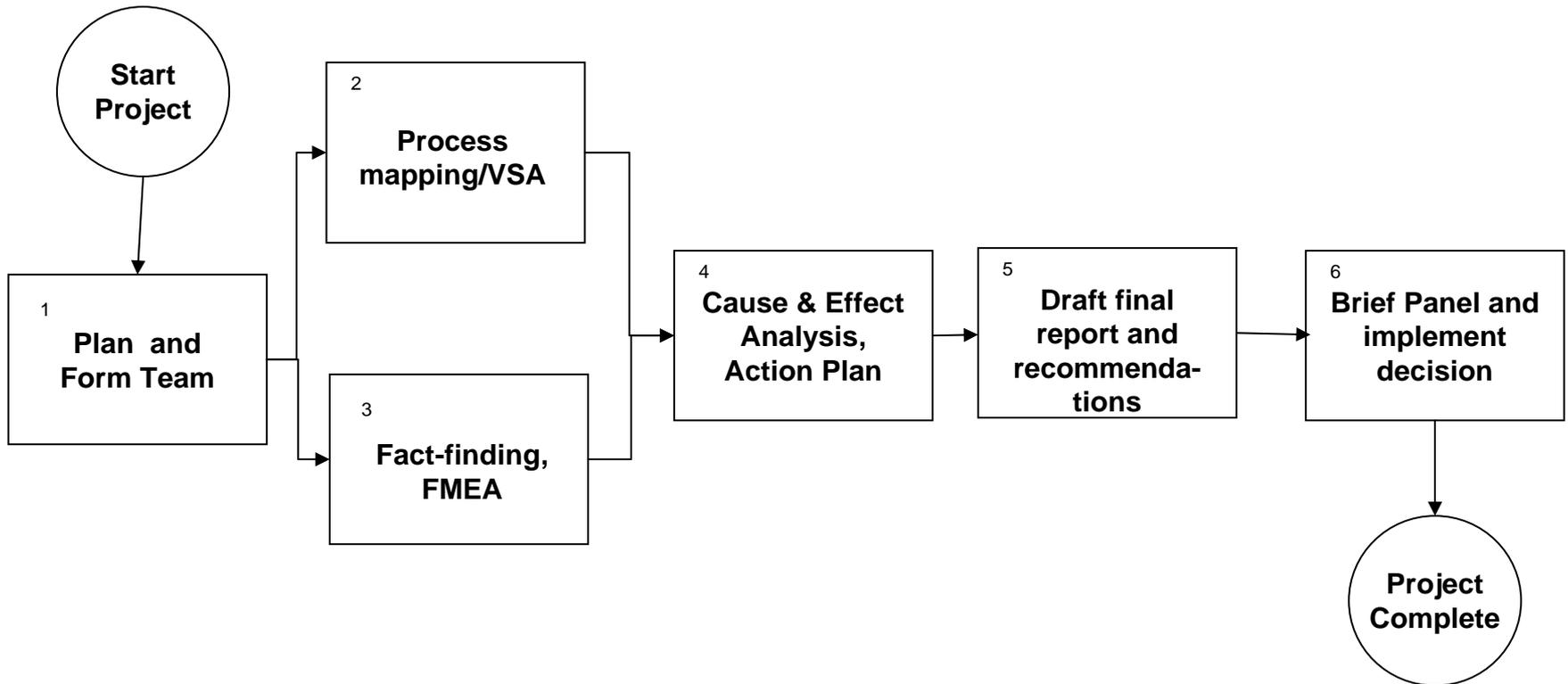


## Lean Six Sigma Analysis

Define	<input checked="" type="checkbox"/>	Brainstorming
	<input checked="" type="checkbox"/>	Fishbone – Causes & Effect
Measure	<input checked="" type="checkbox"/>	Process Map
Analyze	<input checked="" type="checkbox"/>	FMEA
Improve	<input checked="" type="checkbox"/>	Value Stream Process Map
Control	<input checked="" type="checkbox"/>	Document new process
	<input checked="" type="checkbox"/>	Complete



# Project Process Map







# Project Resource Cost

- Hours of Labor
  - Acq Center: 139 hours - \$7,923
  - PEO CS&CSS: 48 hours - \$2,736
  - Business Law: 23 hours - \$1,311
  - TOTAL 210 hours - \$11,970
- Materials, Equipment, other, \$0

# Project Benefits

<b>T y p e</b>		Engineering
		Production
		Business
	X	Management

<b>Name (Leaders)</b>	<b>Level</b>
<b>Martin Green</b>	<b>Black</b>

## Project 199, PEO CS&CSS Omnibus Service Program

<i>Quality or Customer Satisfaction</i>	<i>Co\$t</i>
<p>Feb 04 comments: Bad news, unhappy, lots of problems, hit or miss, not where it needs to be, not very flexible, legal/PCO/CS not flexible, last 2 contracts haven't worked</p> <p>Feb 05 overall: 2.80</p> <p>Apr 06 comments: very customer oriented, proposal eval process has been streamlined by PCOs, process has improved significantly, working well. Overall: 3.56</p>	<p>Can't quantify, but efficiencies have been gained and program is back on track.</p>
<p># days to issue award from receipt of procurement package (average)</p> <p>(3QFY03 – FY04): 51.65 days</p> <p>FY05: 38 days (26% improvement)</p> <p>1 Jan – 30 Apr 06: 21 days (59.3% improvement)</p>	<p>Risk of not meeting PEO CS&amp;CSS milestones is reduced commensurate with the reduction of schedule days.</p>
<i>Schedule</i>	<i>Risk</i>



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## Contributions & Certification

<b>Name</b>	<b>Contributions</b>	<b>Requesting</b>
Martin Green	Facilitated entire project	Black Belt
Vanita Sims	Facilitated follow-on Evaluation Process project	Green Belt



# Follow-up Actions

- Action/Decision
  - Management approval that project has been completed satisfactorily
- Follow-up activity
  - Continue to monitor customer satisfaction
  - Continue to monitor order placement time
  - Continue to populate ERC with instruction for the workforce



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## Summary

The Lean Six Sigma Team has successfully developed the tools to measure, improve and control the Omnibus Services Project.