



Building Project and Process Capacity

The Problem

A municipal Water utility needed to increase its capacity to complete process improvement initiatives. This group provided leadership to business groups on identifying process problems and developing recommendations for improvement.

The Solution

BICS partnered with Converge Consulting Group to create customized training, coaching and mentoring of the departments resources. The unique 'lead, follow and get out of the way' model was used as well as formal on-line and classroom based training. By having the consultant lead the first engagement and demonstrate the use of the Lead Six Sigma and Project Management tools the department resources were able to see the practical application of these tools in a real situation. This was followed by a process improvement initiative where the consultants 'followed' the internal resources and provided periodic coaching and mentoring of a project.

The Results

The department within the utility was able to not only apply the formal training they had acquired, but also demonstrate their proficiency in using the tools to achieve significant improvements in process performance.