



## **NYC DEPARTMENT OF CITYWIDE ADMINISTRATIVE SERVICES**

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We helped the NYC Department of Citywide Administrative Services implement the first Lean Six Sigma certification program in the city. Over 13 teams improved productivity, streamlined operations, and reduced costs in their procurement operations, security, real estate management, and IT units resulting in a projected \$3.4 million in productivity improvements and cost savings.

### **Business Challenge**

When the Office of the Mayor tasked all agencies to streamline their operations, improve efficiency and cut costs, the agency responded by implementing a Lean Six Sigma process improvement program. The program resulted in reducing the time required to process contracts by 20% and reducing errors in the bid solicitation process.

### **The PGI Solution**

PGI facilitated a Lean Six Sigma program for the agency. Using the DMAIC Process, improvement teams focused on three distinct aspects of procurement:

1. Reducing Bid Solicitation process time
2. Reducing “No-Bid” and “Re-Advertised” Contracts
3. Improving Customer Service.

An additional 13 teams were launched based on the success of the pilot program. The City of New York has applied best practices in Lean Six Sigma and customer relationship management to transform service delivery and achieve higher performance levels.

Team leaders earned Lean Six Sigma Green Belt Certificates and team members earned Lean Six Sigma Yellow Belt Certificates.