Business Process Improvement

Standard Specifications Update Process, Caltrans

A review of the Department's processes to update construction contract standards was requested by the

Executive Board. The investigation phase began with:
- information-gathering
- process mapping
- interviews of 14 internal units & 35 state employees
- external interviews of 6 states/11 DOT employees.
- statewide electronic survey capturing input of 250 stakeholders.

The study findings concentrated on improving these key performance indi-

cators: *Process Transparency, Process Accountability, Process Compatibility/Flexibility and Document Quality.*

42 alternatives were developed and organized into 11 strategic improvement areas for performance/value improvements to the construction standards processes. Significant performance improvement was realized in many of the alternatives, such as Alternative MS-12, described to the right.

> Alternative MS-12: Consolidate into a single integrated process
> √ Integrate original process' parallel processes into a single one,
> √ Update period reduced from 4 years to 6 months,
> √ Elimination of duplication of effort & waste minimization of various sub-processes
> √ Overall +40% improvement in process performance.

Cost Estimating Improvement Project, Mississippi State Government

A business improvement process was carried out to update the State of Mississippi cost estimating processes. An investigation phase jump started the process— a series of research activities, meetings, discussions with state employees and stakeholders & a critical review of advanced systems used by others. Next, system requirements and features were identified & developed— leading to the overhaul of cost estimating process serviced by plug-in software compatible with the State of Mississippi's current hardware and software.

> Key benefits to the State of Mississippi include:
> √ increased level of detail progressing through project life cycle
> √ versioning and progressive tracking capability for estimates
> √ range-based output, using confidence intervals from calculated ranges of possible statistical outcomes
> √ improvements in accuracy of a cost estimate throughout