



Award-Winning Project

The Los Angeles County Board of Supervisors recently honored the Los Angeles County Registrar-Recorder/County Clerk with the Special Talents for Achieving Remarkable Service (STARS) award for successfully applying New Horizons' Lean Six Sigma methodology to their Vital Records mail process.

Project Results

In less than three months, the LA County RR/CC team was able to reduce their online processing time from 17 days to 1 day, and reduce their offline processing time from 3 weeks to 1 week. After the project, the staff was able to process birth, death and marriage certificates in record time - only a 1-day turnaround. Plus, customers received their certificates in the record time of 4 days.

Instructor—Tracy O'Rourke

New Horizons' Master Black Belt instructor, Tracy O'Rourke, guided the team as they applied DMAIC Methodology to define, measure, analyze, improve and control their project to determine if it achieved successful results. In 1999, Tracy started her process improvement career at GE Appliances as a Field Black Belt. Her primary role was to educate GE Appliance customers on Six Sigma and help to complete Six Sigma projects. Since then, she has trained over 1,000 people, mentored 200+ green belts and black belts, and has helped complete 200+ projects with results that range between \$50,000 and \$8 million dollars in savings.

Employee Impact

Members of the project team are also feeling positive about their project's success. Danetta D. states, "Prior to the change I felt pressure to go faster and the volume of [processing requests] was intimidating. After the change, I feel the process is much faster and smoother.. the pressure is gone and I can do it all now."

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- Danetta D., LAC RR/CC Employee*

Customer Impact

Their customers are feeling the benefit of the Lean Six Sigma project, too. One client, Sharisse Burch, felt compelled to write a letter and thank the LA County RR/CC team for doing such an outstanding job. "I was assuming it would take the full 20 days to receive [the birth record], and I could not believe it when I received it in less than a week."

Congratulations to the Los Angeles County Registrar-Recorder/County Clerk's office for exemplifying the term 'customer service.'

For more information about what New Horizons' Lean Six Sigma courses and project consultation can do for you, visit our website at www.nhsocal.com.