Wisconsin Department of Transportation
Let Project Closeout Process Lean Initiative
Project Tracking Work Group Summary Report

Project Summary

The Division of Transportation System Development (DTSD) oversees highway construction projects statewide. One of the responsibilities of DTSD is to oversee the closing out of road construction projects and making final payment to the contractor.

The Let project closeout process requires employees from multiple functions to access several WisDOT software applications to effectively and efficiently share information on the status of key process milestones.

Updating the Let project closeout process glossary and flowchart resulted in the need to form a work group to assure WisDOT software applications supported the glossary and flowchart.

The goal of this project was to update WisDOT software applications in support of the overall effort of increasing the percentage of Let projects to meeting the six-month closeout goal.

Improvements

- Identified the updates to Project Tracking, Field Information Tracking, FieldManager, FieldNet, Construction Administration System, and Materials Tracking System
- Developed a budget and implementation plan

MAPSS Core Goal Area

- Accountability
- Service

Statewide Goal Area

- Customer satisfaction
- Employee work environment

Issue

During 2011 and 2012, only 30 percent of regional and local program construction projects closed within six months of all construction work being completed.

Several WisDOT software applications are utilized throughout the construction and Let project closeout processes. These software applications were missing linkages to key process milestones as identified by the glossary, flowchart, and materials certification teams.

Lean Six Sigma Process

- Reviewed new and updated glossary terms and compared the terms tracked in Project Tracking, FieldManager, and Materials Tracking databases
- Matched new and updated terms to the most appropriate application screens
- Created mock-ups of proposed screen revisions
- Developed a budget for having the programming completed for the terms to be integrated into current applications
- Provided updates to the work group responsible for updating the "Standard Specifications" and "Construction and Materials Manual"

Results

Customer satisfaction: Identified the updates for six department software applications which will aid all regions in having a consistent process across all regions for closing out Let projects and make it easier for contractors when they are closing out projects in more than one region.

Employee work environment: Updates to the existing applications will include automation that will improve communications of key process steps being realized. The automated communications will reduce time delays and has been identified as increasing employee job satisfaction.

Cost of Government: An anticipated 50 percent increase in the number of Let projects that will achieve the six-month closeout lead time goal, during the first year of implementation.

Next Steps

- Implement changes to Project Tracking, Field Information Tracking, and Materials Tracking by December 16, 2013
- Provide updates to the work group responsible for updating the "Standard Specifications" / "Constructions and Materials Manual"