Lean Process Automation for Transit
A Quick Start Guide

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Why I’m Here

- Consult on Lean and Process Automation
- Work with transit agencies around the Northwest
- Case Studies with Sound Transit
- We love transit!
What does it mean to be Lean?

- Lean is a philosophy and approach for improving processes
- Point is to reduce waste
- Eliminate Unnecessary Steps
  - “Re” Steps, QA checks, defects
- Where do we start?
  1) Stabilize the environment
  2) Standardize the process
  3) Improve the outcomes

*Automation – a great solution to help all three!*
Lean Process Automation

What is it?

• Integrated Workflow Automation, eForms, Data Collection & Analysis, Document/Records Management, Reporting and more!

Why bother?

• Reduce Labor Costs (efficiency, productivity)
• Ensure Accuracy (simplify compliance, reduce defects)
• Improve Security (secure data, lower expense)
• Increase Transparency (process metrics & data useful, accessible)
• Provide Scalability (easy to grow, or spread to other areas)
Case Study: Sound Transit ST2

- ~$18 Billion
- 152 new LRVs
- 60 Design Requirements
  - Design Conformance
  - Design Qualification
  - Testing Conformance
- Scale to accommodate ST3 ($54 Billion)
Quick Start Guide

1. Identify Measurable Goals
2. Identify Process(es)
   - Manual, Fragile, Inefficient, Annoying
   - Consistent
3. Go Agile
   - Invest in configurable platforms, not custom tools
   - Iterative Design (“Try Storm”)
4. Start small, but get started!