

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!

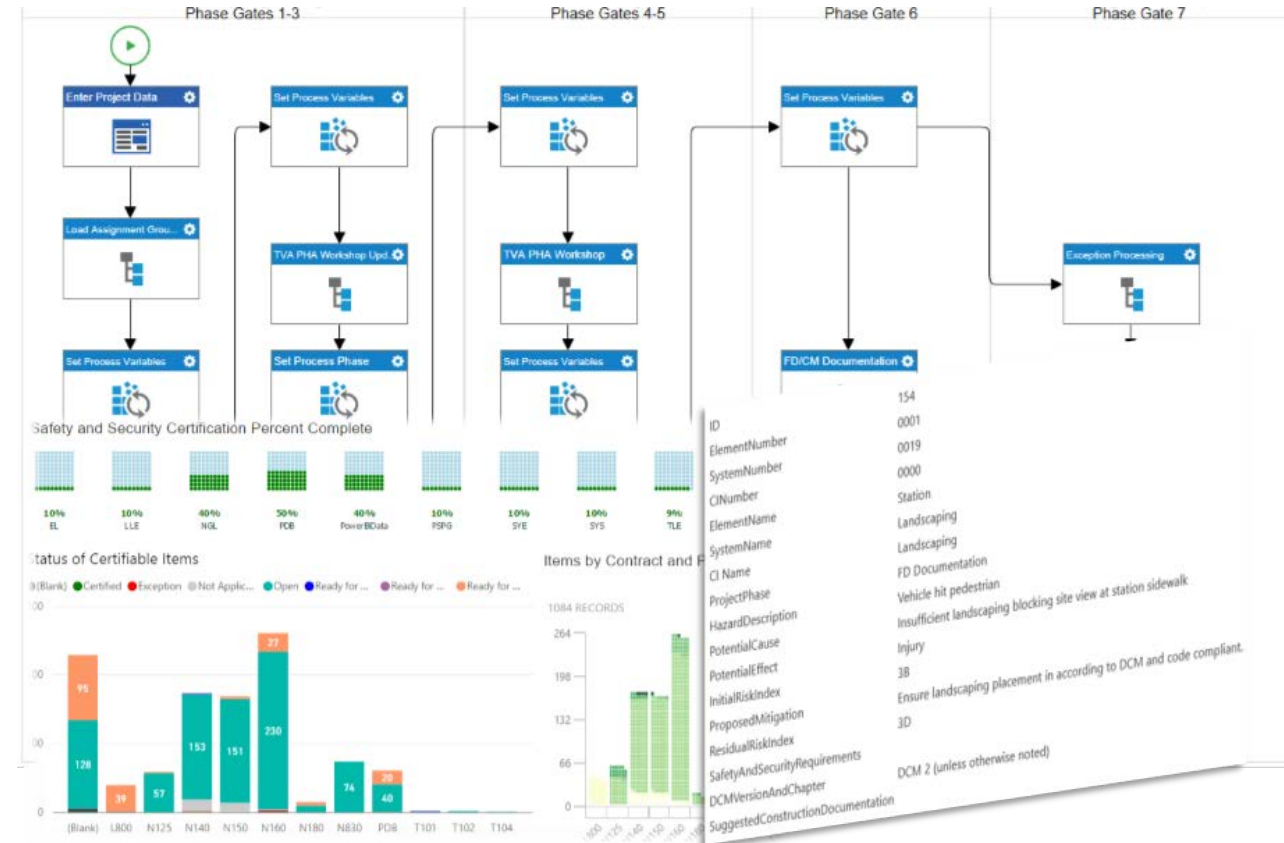
Why bother?

- 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!

