



ARIZONA MANAGEMENT SYSTEM SUCCESS REPORT

GENERAL SERVICES DIVISION

Success: **Reducing the Pre-Construction Wait Time**

Problem Statement: **Approval Process Severely Delayed Construction Project Start Dates**

- Action Taken:**
- Documented Standard Work
 - Created Construction Plan Review Checklist
 - Developed Project Tracking System
 - Established On-Call Professional Design Contracts
 - Introduced New Construction Management Software
 - Built Digital Statutory Review Process Eliminating Multiple Costly and Cumbersome Printed Plans

Results: In 2015 the Arizona Department of Administration's General Services Division participated in the Governor's Office of Transformation project blitz initiative. The pre-construction process averaged 320 days and was identified by ADOA and state agencies as one that severely delayed their ability to accomplish shared goals. After removing unnecessary barriers and creating standard work the entire process was reduced to 145 days by January 2016. With a continued focus on improvement it has since been reduced an additional 15 days. This 60 percent improvement is being sustained and estimated to be producing a savings of 60 man hours per project, allowing project managers and agency personnel to redistribute efforts on meeting an increased demand and focus on other higher value assignments.

