

# Wisconsin Department of Transportation

## Let Project Closeout Process Lean Initiative

### Glossary 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 multiple functions to provide information to formally close out a project and make the final payment to the prime contractor.

Several dozen terms are associated with the closeout process. To facilitate a common understanding and application of the Let project closeout process terms, a work group was formed to develop a glossary along with reviewing and updating definitions.

The goal for the work group was to publish a glossary in support of increasing the percentage of Let projects to achieve the six-month closeout goal.

#### Improvements

- Identified and defined 30 terms associated with the Let project closeout process for inclusion in the "Standard Specifications" or "Construction and Materials Manual"
- Updated definitions associated with four existing terms

#### MAPSS Core Goal Area

- Accountability

#### Statewide Goal Area

- Customer satisfaction

#### 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.

A glossary of terms did not exist for the Let project closeout process resulting in regional offices having different interpretations of the terms. These different interpretations resulted in variability of process steps and lead times among regional offices.

#### Lean Six Sigma Process

- Reviewed current "Standard Specifications" and "Construction and Materials Manual" for use of terms associated with Let project closeout process
- Developed definitions for terms that did not exist in "Standard Specifications" and "Construction and Materials Manual."
- Provided all regions with the opportunity to review and comment on glossary
- Provided the final list of glossary terms and definitions to the work group responsible for updating the "Standard Specifications" and "Construction and Materials Manual"

#### Results

Customer satisfaction: Established definitions for 30 terms and updated four existing definitions which will aid all regions in having a consistent process for closing out Let projects and make it less complicated for contractors when they are closing out projects in more than one region.

Lead time: 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

- Provide results to the Project Tracking Updates work group.
- Provide results to the Specifications and Manual Update work group.
- Provide training on the glossary terms to all affected department employees and contractors.