

Local Government Efficiency Program Scoring Overview

Measures	Description	Max Points
Alignment	Applicant demonstrates that the proposed project is aligned with the organization's core mission. The project is in-line with key goals or issues associated with the core mission.	15
Customer Focus	Applicant demonstrates a commitment to the customer through the project.	15
Focus on a Specific Formal Process	Applicant demonstrates that the proposed project has specific beginning and end points, and has the ability to map the process from beginning to end throughout the project period.	15
Demonstration of Need for Specific Project	Applicant demonstrates that the proposed project requires critical attention, because the issue facing the applicant is using a significant amount of time, monetary resources, or customer service is not at the appropriate level.	10
Data-Based Improvements	Applicant demonstrates that the proposed project has baseline data to inform the improvement process.	10
Measureable Goals	Applicant identifies measureable goals for the project that are customer-focused in the specific areas of time, quality or cost.	15
Commitment to Process Improvements	Applicant demonstrates ability to implement the process improvements in a timely manner.	5
Culture of Change	Proposed project includes funding for both a process improvement project and training for staff to take on future process improvement projects.	5
Consultant Selection	Applicant has selected a project consultant that is professional experienced with using Lean Six Sigma tools in the Public Sector. (Consultant Selection Worksheet)	10