



<b>Title</b>	Commercial Alterations Permit Process		
<b>Lead:</b>	Supplier Six Sigma	<b>Date:</b>	April, 2015
<b>Department:</b>	Development	<b>Status:</b>	Completed

### Background/Problem Statement

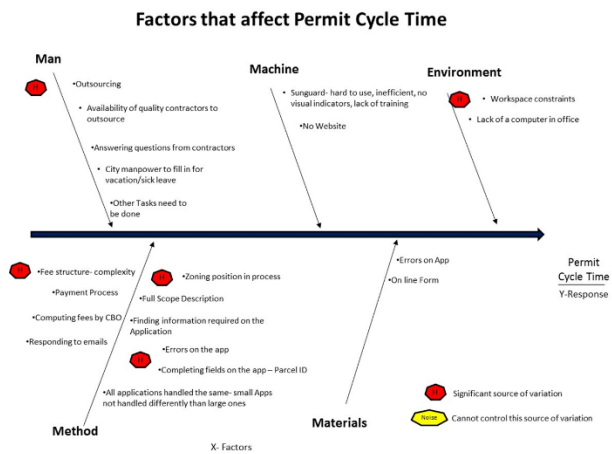
The turnaround time for approving the Commercial Alterations Permits for the contractors is too long which may cause loss of revenue by their tenants. Long turnaround times create cash flow difficulties and undue delay for the tenants to earn revenue.

**Goal:** Reduce the Turnaround Time for approving Commercial Alterations Permits from 20.3 days to 14 calendar days.

### Approach

We used an outside consultant to facilitate a DMAIC style improvement project using SIPOC, process mapping, VA/NVA, Poke Yoke, Fishbone, process control plan.

### Analysis



### Solution/Implementation Plan

Item Number	Category	Responsible	Due Date	Actual Plan	Status	Completion Date
5	1	Andrea	3/22/2015	Mail are transferred to the reviewer within one day. A few outliers.	Complete	3/26/2015
6	1	Theresa Johnson	3/26/2015	Reviewing to determine when zoning is required, and zoning approval process, review enforcement.	Complete	3/26/2015
8	1	Process Issues	3/26/2015	Review the Columbus process for the current law office review.	Complete	3/26/2015
9	1	Process Issues	3/26/2015	Meeting with Columbus scheduled for 3/28/15- meeting 03/28/15	Complete	3/28/2015
7	1	Process Issues	3/25/2015	Look at assigning a day/timeline to review permits for commercial alteration generate a quick approval list.	Complete	3/25/2015
8	1	Process Issues	3/26/2015	Create process to place buildit.org/checkboxes/revisions in different queue	Complete	3/26/2015
1	1	Process Issues	3/26/2015	Answering questions from contractors, Email/Comments on the application. Complete fields on the app - Parcel ID	Complete	3/26/2015
2	1	Process Issues	3/26/2015	Review feedback process identify types of questions and ways to minimize the calls through inclusion, pre active emails, website updates, webinars, etc.	Complete	3/26/2015
1	1	Process Issues	3/26/2015	Create contractor onboarding, collect data, create contractor review performance, looking at other contractors. Maybe have external review done on site, need computer station	Complete	3/26/2015
3	1	Process Issues	3/26/2015	Have table, need disk and IT to install computer	Complete	3/26/2015
18	1	Process Issues	3/26/2015	Create separate forms for fire alarm and fire alarm form	Complete	3/26/2015
19	1	Process Issues	4/28/2015	App are used to track use	Complete	4/28/2015
6	1	Process Issues	4/1/2015	Update structure and addition council approval	Complete	4/1/2015

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#### 1.0 Purpose

The purpose of this document is to describe the process of all commercial plan reviews submitted to the City of Gahanna, Department of Planning and Development, Building Division.

#### 2.0 Scope

This procedure applies to all plans for any alterations or construction on commercial buildings, including office, industrial, retail and institutional buildings. This procedure does not apply to projects on residential properties or multi-family properties with less than four (4) units.

#### 3.0 Reference Documents

(Applicable Ohio State laws and Gahanna City ordinances, and administrative policies.)

#### 4.0 Quality Records required by this procedure

Record	Owner	Storage Location	Length of Storage	Index Method	Disposition
Application form	Building Specialist	In queue until finished, then	Life of structure	Permit Number	Records Disposal List, then Ohio State

### Results

Reduced Processing Time:  
20 days → 14 days

### Follow Up

Process improvement was important considering that new software investment was on the horizon. The consultant created a set of future software specifications that would ensure the process continues to improve.

CRITERIA	GAHANNA PRIORITY*	VENDOR CO EVALUATION			
		A	B	C	D
1 Have one set of records, one computer accessible project/assignment list					
2 Parcel ID is preloaded into software database					
3 Reports (what kinds do you want—need list)					
4 Dashboard					
a. Aging status					
b. Workload status					
5 Review Status of Permits					
a. Queue status by assignee					
b. Location of process by step					
c. Comprehensive to-do list					
d. Full record of status without a lot of labor					
6 Ability to have multiple category queues, maybe different process for each (Including resubmittal queue?)					
7 Ensure an audit trail (of changes, of auditor submittal)					
8 Software generates orders, letters, emails, all forms with auto population of known data into adjudication order templates					
9 Automated fee computation for staff to address					
10 Concurrent Zoning and Flood Plain Reviews					