

## Improving Operational Excellence with Union Employee Engagement

Frontline union employees eliminated a recurring source of customer complaints for their company and saved over \$92,000 in the process by using an innovative 60-day team engagement process for achieving operational excellence.



SITUATION	A national environmental services company was experiencing a spike in customer complaints regarding trash pick-up services in one of its largest metro branch locations.
TEAM ENGAGEMENT STRATEGY	A team of hourly union truck drivers across shifts led by a non-union dispatch supervisor was recruited to attack the problem using <b>Rapid Action</b> , an “all in one” team engagement toolkit for accelerating results.
RAPID ACTION PROJECT CHARTER	How can we improve performance and company image when completing trash pick-ups in order to reduce customer complaints, improve safety, and reduce operating costs?
SAMPLE SOLUTIONS IMPLEMENTED	<ol style="list-style-type: none"><li>1. Rerouted the truck refueling process at end of shifts to reduce traffic congestion and unsafe conditions.</li><li>2. Installed shovels and salt bins on all trucks to mitigate ice hazards during pick-ups.</li><li>3. Developed program to get up-to-date uniforms for all drivers and reset appearance standards when on the job.</li><li>4. Changed policy to allow drivers to bring in damaged trash containers as soon as discovered for repair.</li><li>5. Reorganized trash container inventory in the yard using 5S methods to reduce searching, improve inventory accuracy and ensure customers receive the correct container the first time.</li></ol>

### RAPID ACTION TEAM RESULTS

**\$92,180**

Saved in annual refueling costs and overtime

**18%**

Improvement in days without accidents and injuries

**50%**

Reduction in customer complaints on trash pick-ups

**55 days**

cycle time from team launch to wrap-up

“*I was pretty skeptical this would work with our union employees. But by the time we were done, we had drivers coming in before their shifts to help the team implement their plans because everyone felt ownership for what we were doing.*” – DISPATCH SUPERVISOR

RAPID ACTION FOR STRATEGY EXECUTION  
Improving Operational Excellence with Union Employee Engagement



## The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



## LEARN MORE ABOUT RAPID ACTION FOR STRATEGY EXECUTION

*Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.*



Call 800.254.6805 or email to [request@improvefaster.com](mailto:request@improvefaster.com) to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit [www.improvefaster.com](http://www.improvefaster.com).

## Leap Technologies

*Improve faster through better team engagement!*

*Since 1993, Leap Technologies has helped organizations get on the path to faster, more effective strategy execution through better team engagement.*

*For more than two decades, organizations such as CBRE, Pfizer, Spirit Airlines, the Small Business Administration, Veolia Environmental Services, and U.S. Department of Defense among others have deployed Leap Team Engagement Toolkits to support the toughest strategy execution challenges.*

*For organizations looking for to execute strategy faster and better, Leap Technologies is the resource of choice.*