

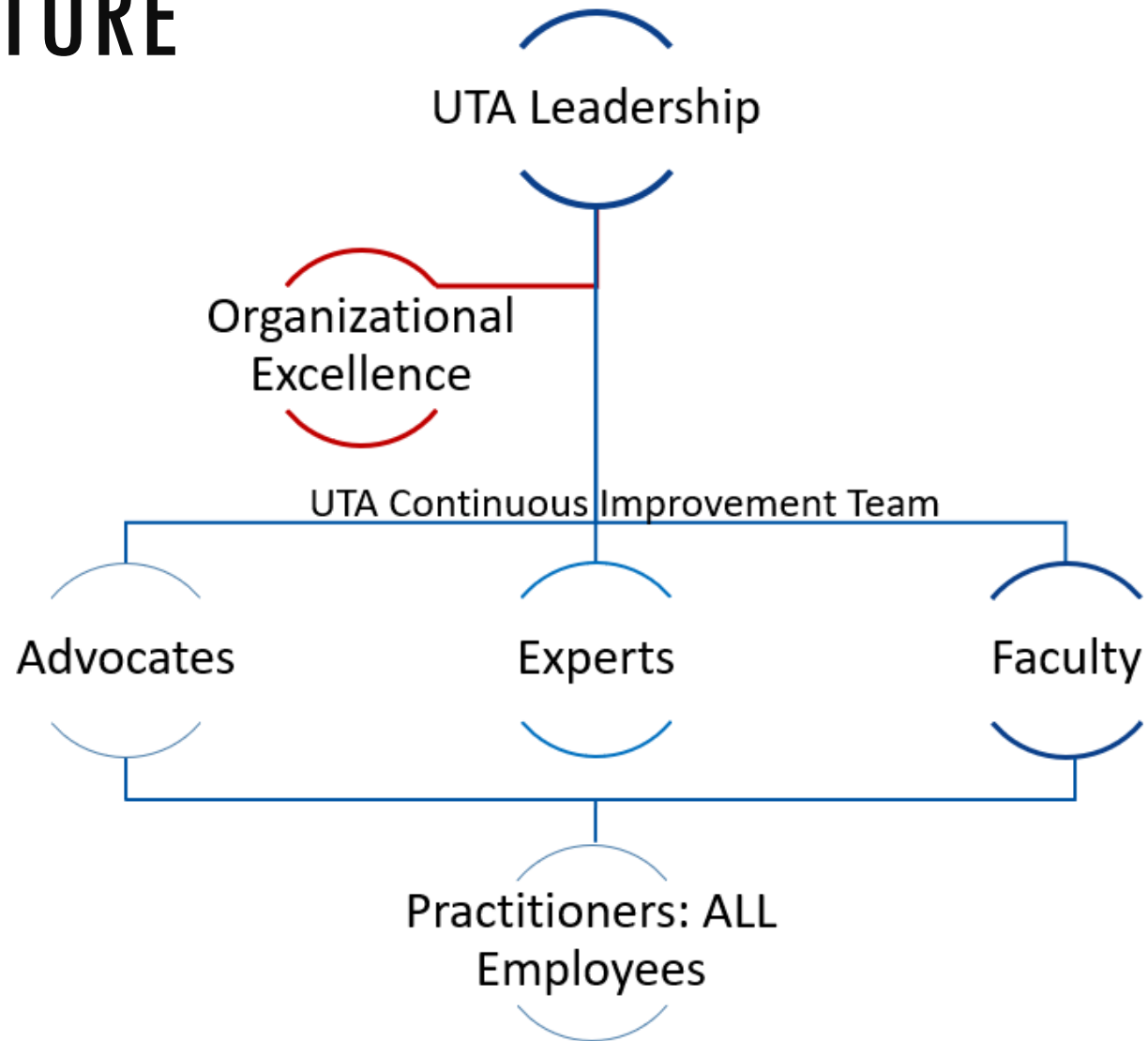
2025 Continuous Improvement Team Highlights



WHO WE ARE

The Continuous Improvement Team is a go-to **resource** to deepen understanding of the UTA Way. We offer **learning** opportunities, skill development, and project support, and we **empower** employees to deliver **quality** results that **improve** our customers' experience and make UTA a great place to work.

OUR STRUCTURE



2025 CI TEAM DEMOGRAPHICS

60 Team Members in 2025

22 Departments represented

5 members have promoted or taken on a new role in 2025

3 members promoted externally

4 CORE GOALS OF UTA'S CI TEAM

LEARN

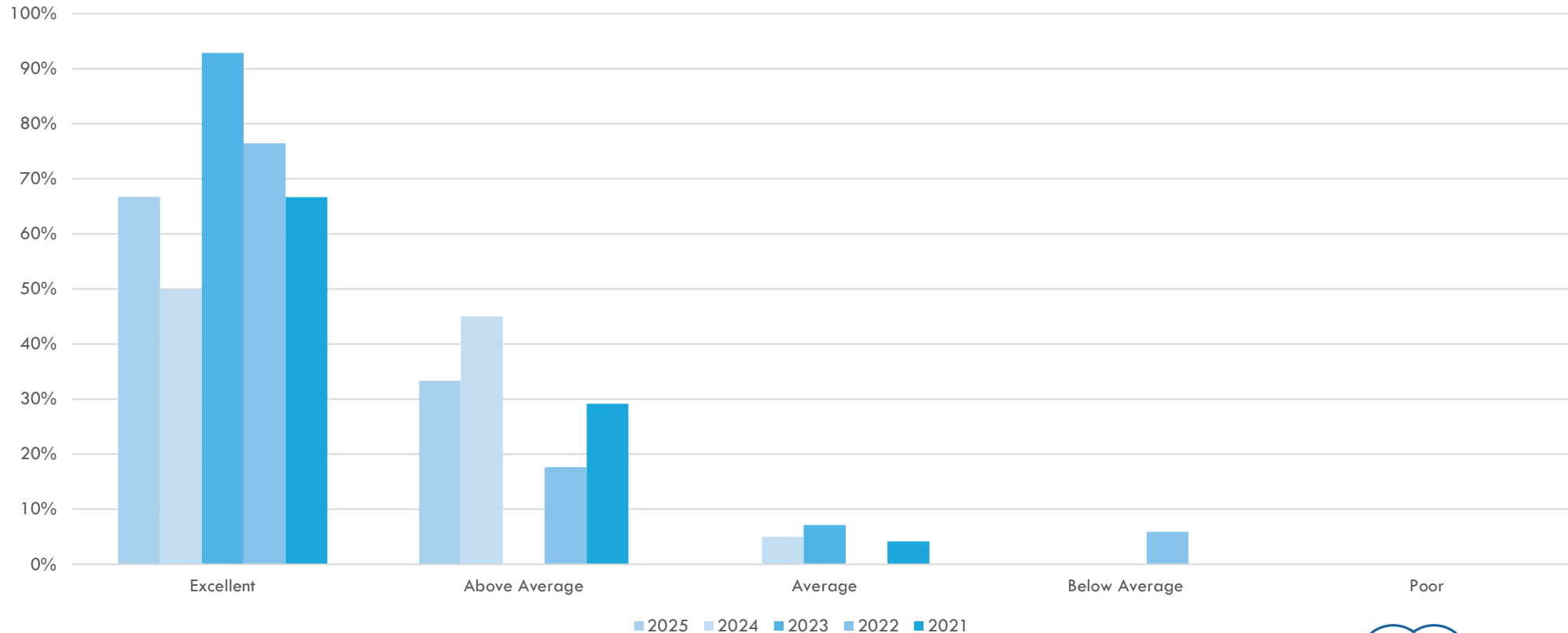
APPLY

SUPPORT

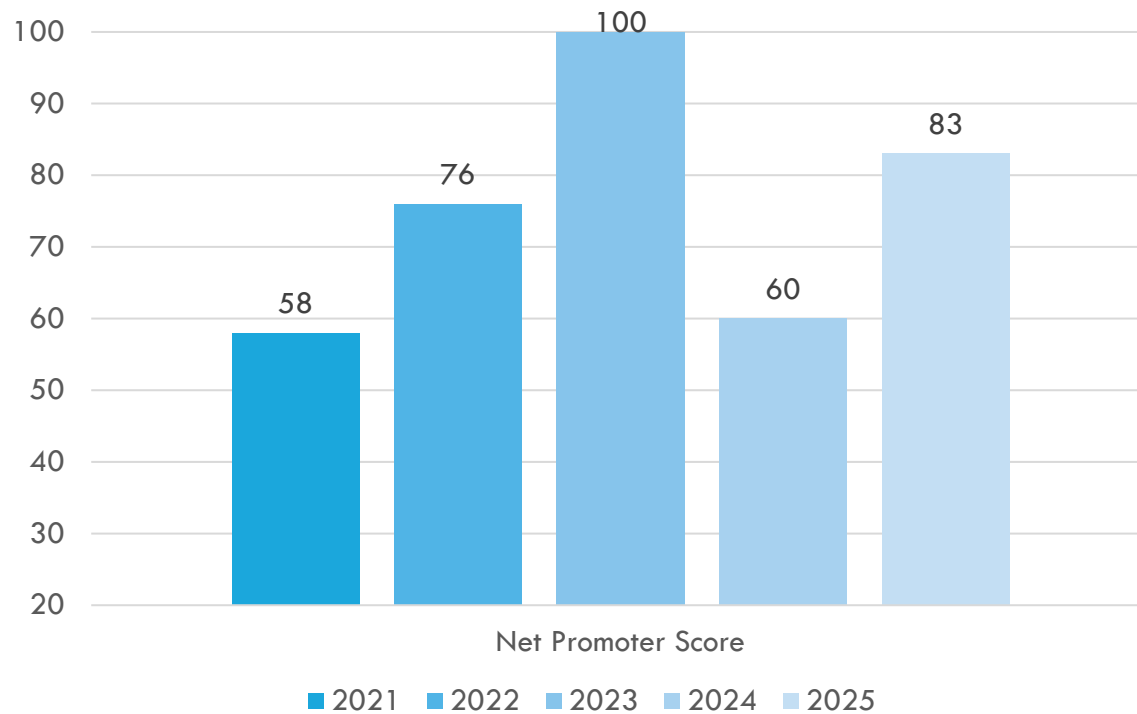
COACH & MENTOR



VALUE OF PARTICIPATING ON THE TEAM

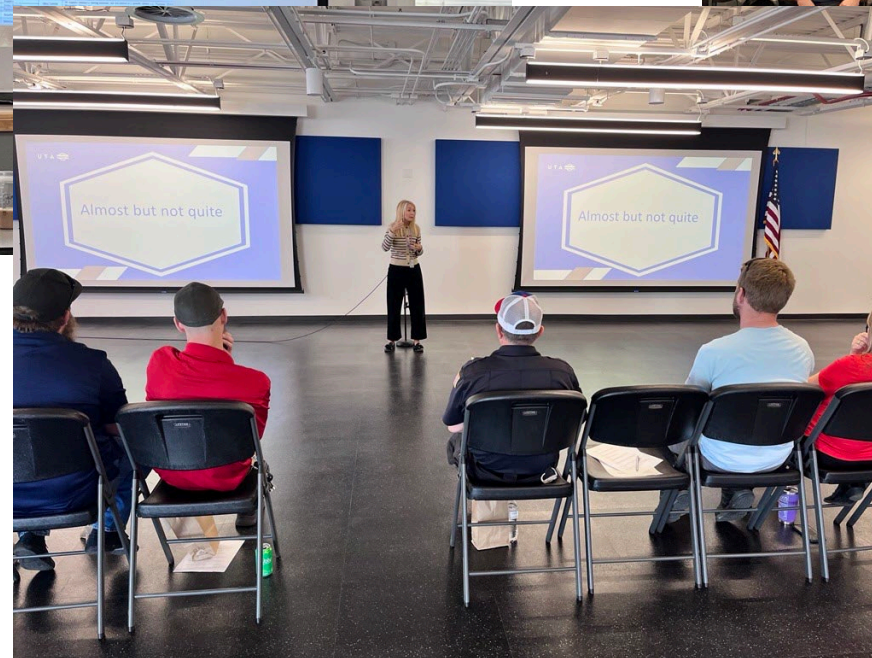
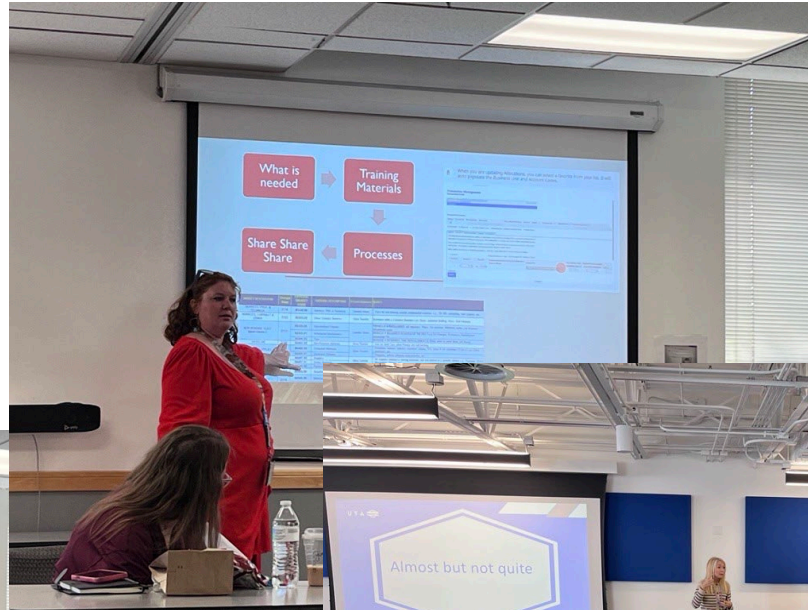


NET PROMOTER SCORE



SNACK & SHARES - LEARNING FROM OTHERS

Informal
Sharing
Practicing
Tools



LEARNING FROM OTHERS

Internal – Travel Trainers

Internal – Total Rewards

What We Do

- Paid Time Off**
 - Vacation
 - Based on position
 - Increases with years of service
 - Personal/Sick Days
 - Holidays
- Retirement**
 - Pension
 - Vested after 5 years
 - 457 Deferred Compensation
 - UTA contributes \$2,000 for every \$3,000 employee contributes up to 2% of gross salary max a year
 - Retiree Medical Account
 - Plan to help pay for medical expenses after retirement
- Other**
 - Education assistance
 - Free transit passes
 - Dependent Day Care Assistance



UTA
Continuous Improvement

UTA TOTAL REWARDS
JD TAZOI



LEARNING FROM OTHERS

External Site Tours





CI TEAM CERTIFICATIONS

- **17** people achieved their Advocate Certification
 - 10 people actively pursuing
- **10** people achieved their Expert Certification
 - 1 person actively pursuing
- **4** people achieved their Faculty Certification
 - 4 people maintained Faculty certification



ADVOCATE CERTIFICATION

Arthur “Jason” Ball

Lyndi Belnap

Austin Colley

Jace Dalton

Elizabeth Davis

Christie Giles

Jack King

Rachana Kotha

Emma Leonard

Oliver Long

Andrew Lucia

Maria Rodriguez
de la Mora

Miranda Rogers

Shawn Roush

Christian Shelley

Pat Smith

Rebecca Wilson

*Rasaki Adisa

*Tom Allen

*Wendy Case

*Daniel Chipping

*Alfred Corona

*Shannon Henson

*Christopher Silva

*Eugene Tukumoeatu

*Lamar Whitehorse

*Joshua Woodland

- “Learning the tools and concepts and applying what I learned to real world situations” – Member of Advocate



EXPERT CERTIFICATION

R. Wes Brown

Jacob Orton

Suzi Campbell

Eddie Plenty

Raluca “Luca” Harry

Susan Scadden

Sione Lavulavu

Sarah Simpson

Emma Leonard

Riley Williams

*Keith Fraissinet

- “I loved the open house activity. It's one of my favorite parts of the program. I also enjoyed the share-outs and seeing how everyone else was implementing the principles.” – Member of Expert



FACULTY CERTIFICATION

Derek Kuraitis

James Larson

Emma Leonard

Sarah Mecham

* Stacey Adamson

* Denny Guymon

* Alisha Garrett

* Tyler Cunningham

* Eric Callison

* Susan Scadden

- “Curriculum updates to CI classes, Snack & Shares to learn from each other and network, and internal and external Site Tours to learn what other Teams/Depts/Companies are utilizing CI.”
– Member of Faculty

Agenda Item 10. a.

* Continuing Support



CI MEET & GREET



CI MEET & GREET





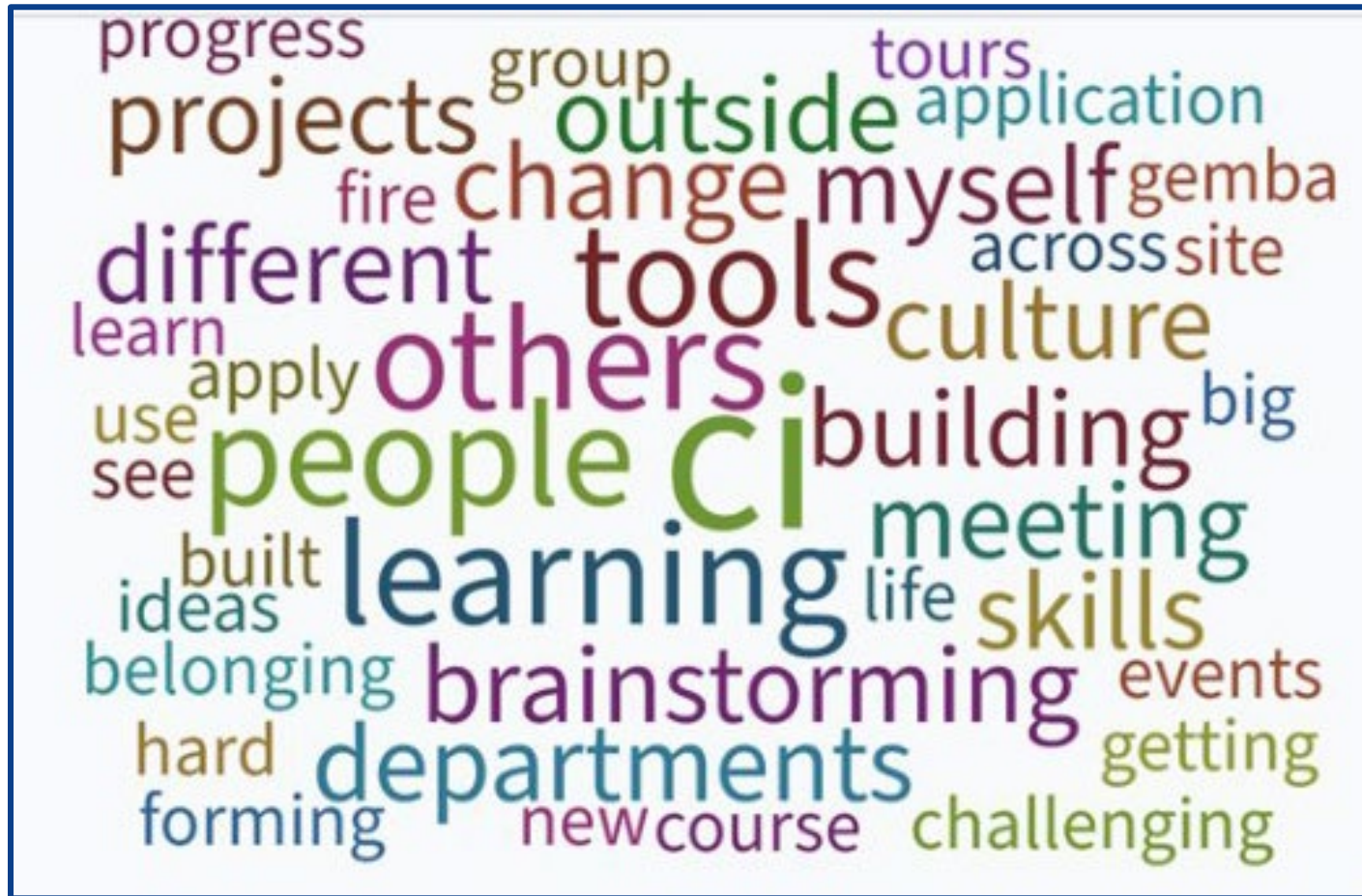
CI TEAM PROJECT HIGHLIGHTS

Team Members have been busy all year helping make improvements to their work, their teams' work and finding better ways of serving our customers.

A Few Fun Results:

- 34 CI Program projects completed
 - 115 Process Maps created
 - 74 Standard Work documents developed
 - 55 Gembas completed
 - 22,596 hours saved
 - \$317,338.94 dollars saved
 - 231 lbs lost in TRAX operations
 - 58 sick days reduced
 - And so much more!!!
- “The tools that were taught in the CI classes are great. The best part of the team for me was to see how others applied the tools to their projects and also how they were applied in various work areas that we toured in our Gembas.”
– Member of Expert

FAVORITE PART OF BEING ON THE TEAM



PARTING WORDS FROM THE CI TEAM

“The overall concept of continuously evaluating and improving our work. Sometimes the **most impactful** of changes can come from making one **small adjustment**. Keeping that mindset at the forefront of your mind allows for **creativity** and **evolution**.”

“This is what fosters culture and more importantly **lasting cultural paradigm shifts**.”



* Please note not all team members are featured

UTA 



Org Excellence TEAM

Problem

- No standard work due to changes in leadership, team members and processes over 3 years

Solution

- Developing **Standard Work Documents**
- Creating **Process Maps**
- Improving Student **Customer Experience**

Results

80%

Efficiency in preparation

11

standard work docs

