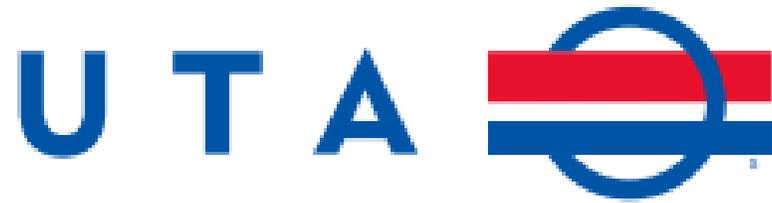
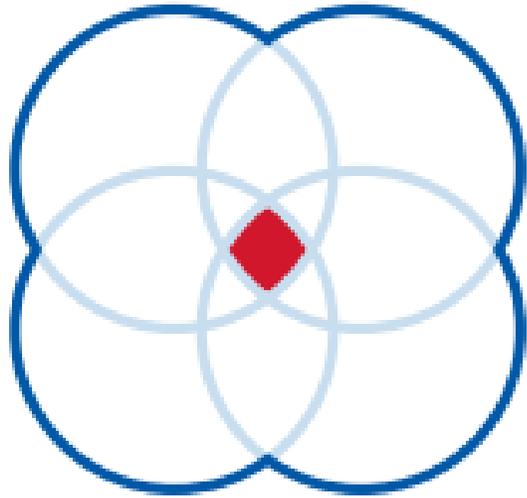


2024 Continuous Improvement Team Highlights





Continuous Improvement

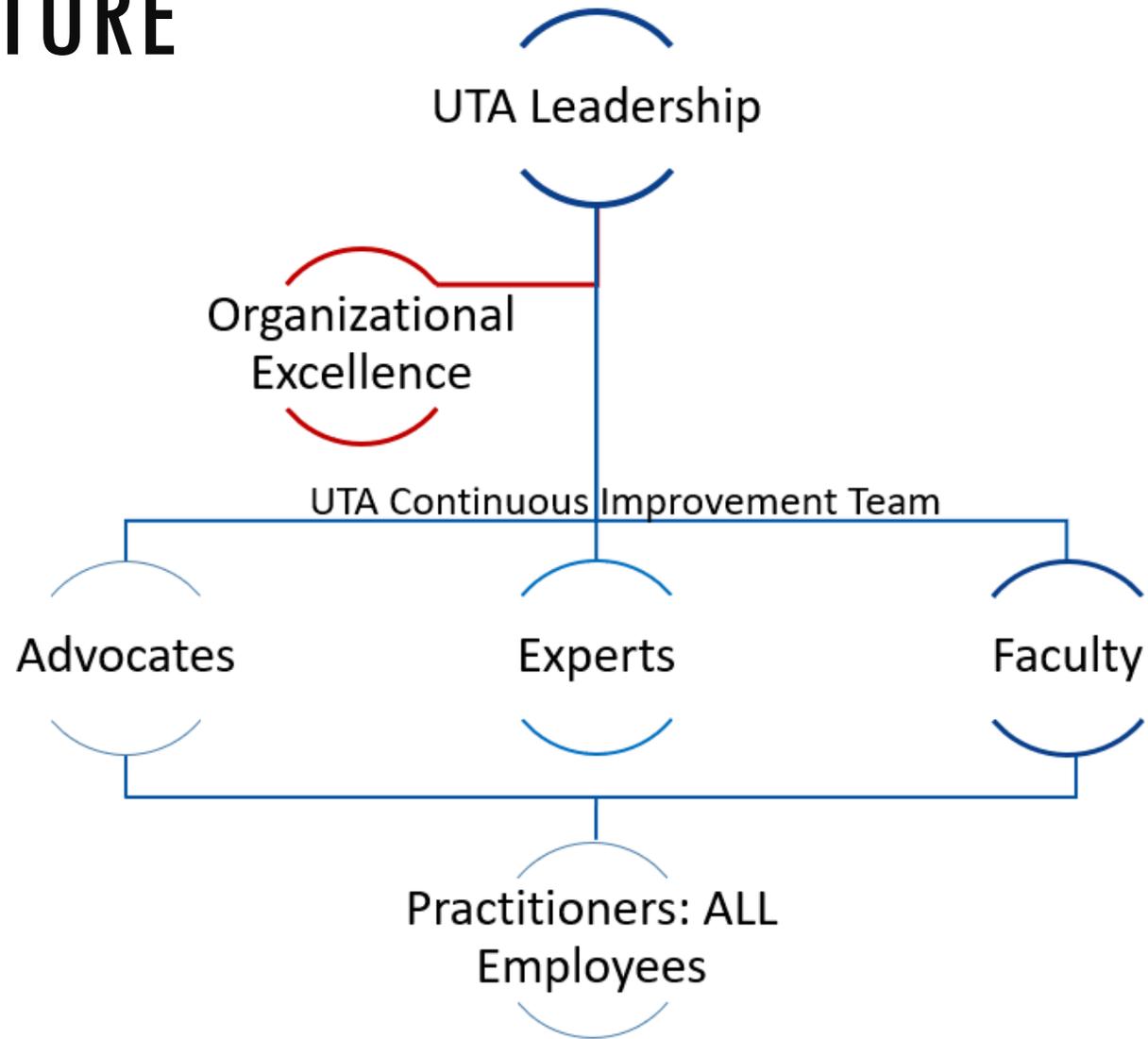
UTA CONTINUOUS IMPROVEMENT TEAM 2024 REPORT

Presenters: Alisha Garrett &
Richard Murray
Board Meeting: 3/12/25

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, project support and **empower** employees to deliver **quality** results that **improve** our customers' experience and make UTA a great place to work.

OUR STRUCTURE



2024 CI TEAM DEMOGRAPHICS

40 Team Members in 2024

24 Departments represented

5 members have promoted or took on a new role in 2024

2 members promoted externally

4 CORE GOALS OF UTA'S CI TEAM

LEARN

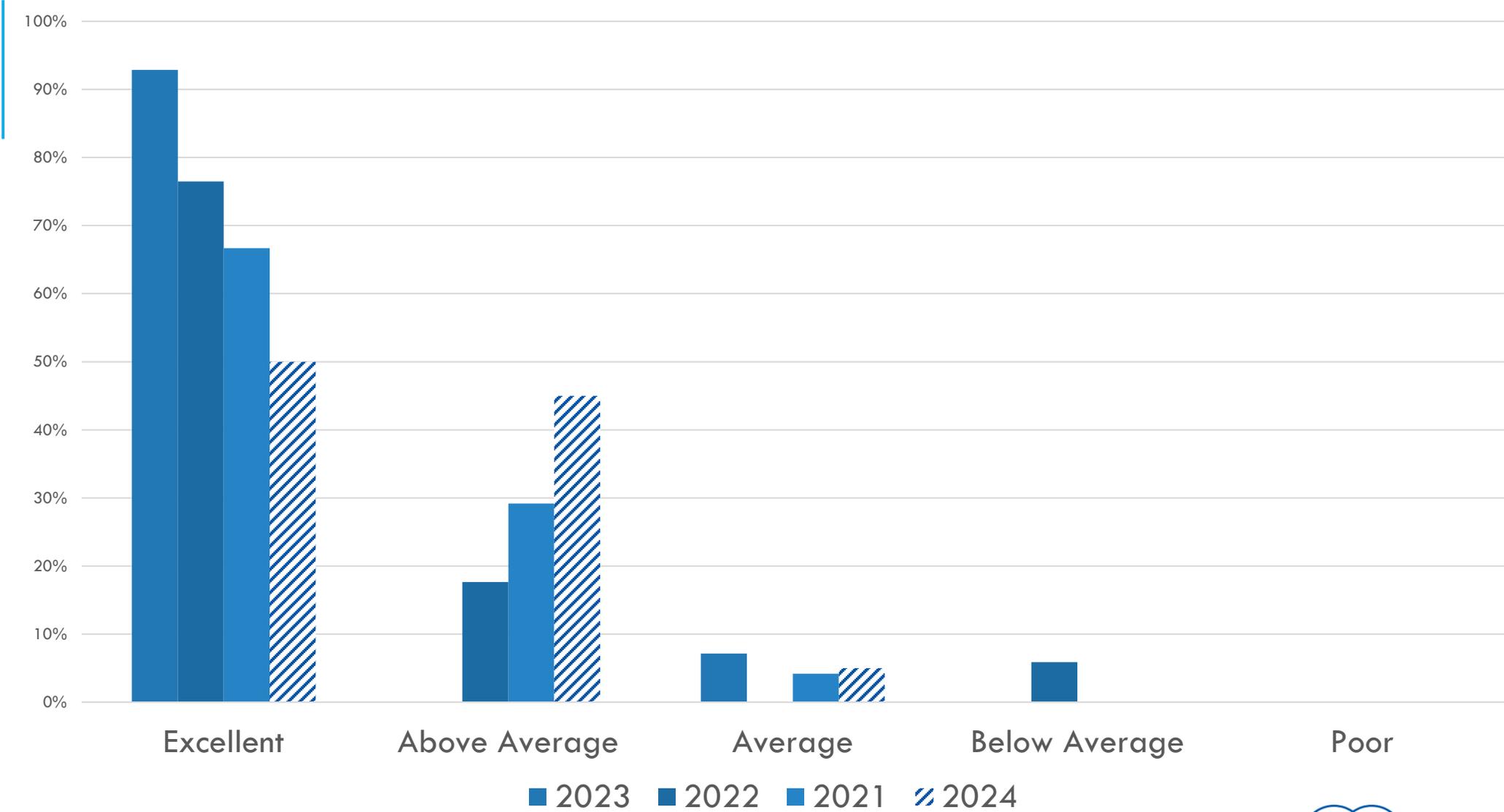
APPLY

SUPPORT

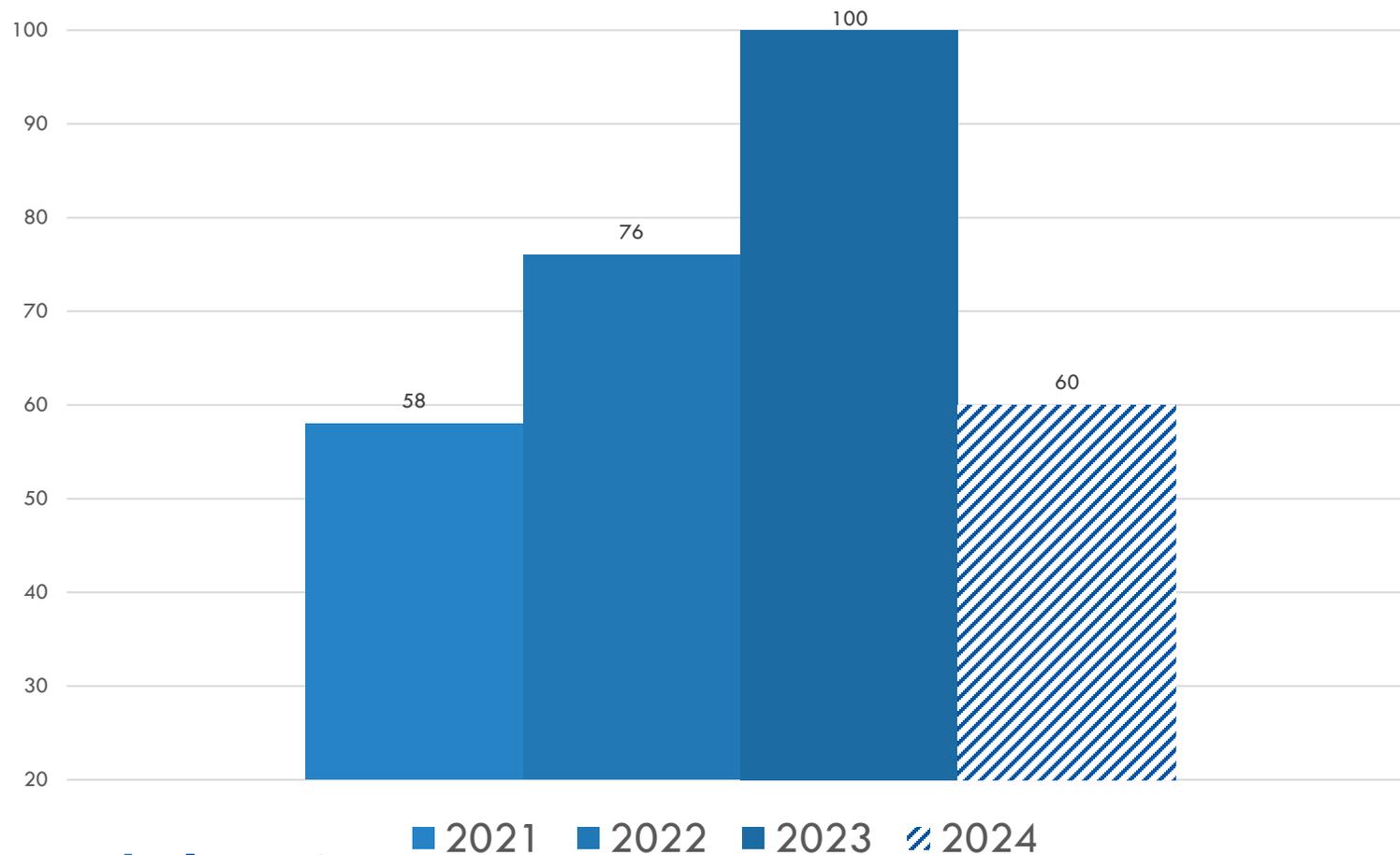
COACH & MENTOR



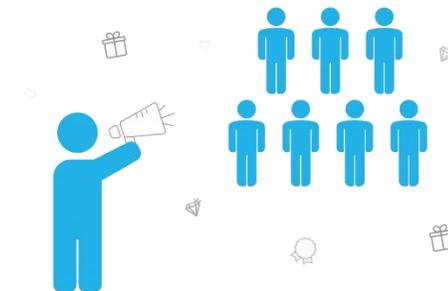
VALUE OF PARTICIPATING ON THE TEAM



NET PROMOTER SCORE



Agenda Item 8. a.



SNACK & SHARES - LEARNING FROM OTHERS

Informal

Sharing

Practicing

Tools



LEARNING FROM OTHERS

Internal



LEARNING FROM OTHERS

External Site Tours -

Gillig (Virtual)

Hill Air Force Base





CI TEAM CERTIFICATIONS

- **15** people achieved their Advocate Certification
 - 4 people actively pursuing
- **3** people achieved their Expert Certification
 - 1 person actively pursuing
- **0** people achieved their Faculty Certification
 - 2 people actively pursuing
 - 6 people maintained Faculty certification



ADVOCATE CERTIFICATION

Laura Balsamo
Brady Beck
Raymond (Wes) Brown
Suzi Campbell
Veronica (Roni) Davidson
Keith Fraissinet
Raluca Harry
Sione Lavulavu
Teresa McElprang
Imthiyaz Mohammed
Matt Neumarker
Jacob Orton
Edward Plenty
Susan Scadden
Talyssa Swan

Jack King*

Juan Romagosa*

Lamar Whitehorse*

Andrew Lucia*

■ “The tasks to do. The freedom to learn at my pace.
The community feeling.”— Member of Advocate



EXPERT CERTIFICATION

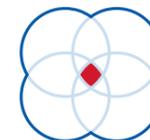
Sarah Mecham

Iman Nazarinia

Cassius Willis

▪ Riley Williams*

- “I found both creating flow by eliminating waste and respond to customer pull as both interesting and valuable (concepts). In particular, the first item, as it discussed processes (steps) required to meet the next step and working to eliminate anything of waste.” - Member of Expert





FACULTY CERTIFICATION

Stacey Adamson

Eric Callison

Tyler Cunningham

Alisha Garrett

Denny Guymon

Derick Lee

Derek Kuraitis*

James Larson*

- “The books were great! I love reading and learning more about different concepts I can apply to my work. My coach was incredible and supportive as well. Tyler is a great asset to the CI program. CI Tours are great as well. I think seeing the principle in practice was critical to overall understanding. – Member of Expert

CI MEET & GREET



Agenda Item 8. a.

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.

Results:

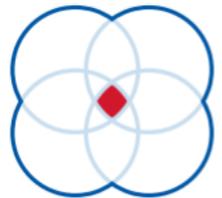
- Improved efficiency
- Improved service to customers
- Improved communication
- Improved quality
- Improved learning
- And so much more!!!



- “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



UTA 
Continuous Improvement

management informational purpose
members innovation faculty
determination empathy experience
tours teamcilearning tools
new collaboration doing great
different networking
gemba coaching
community curiosity knowledge meeting
project inclusive ideas iterate people

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