

# 2022 Continuous Improvement Team Highlights



# UTA Continuous Improvement Team 2022 Report

Presenter: Alisha Garrett  
Board Meeting: 3/22/23



## Who We Are

- **Our Mission:**

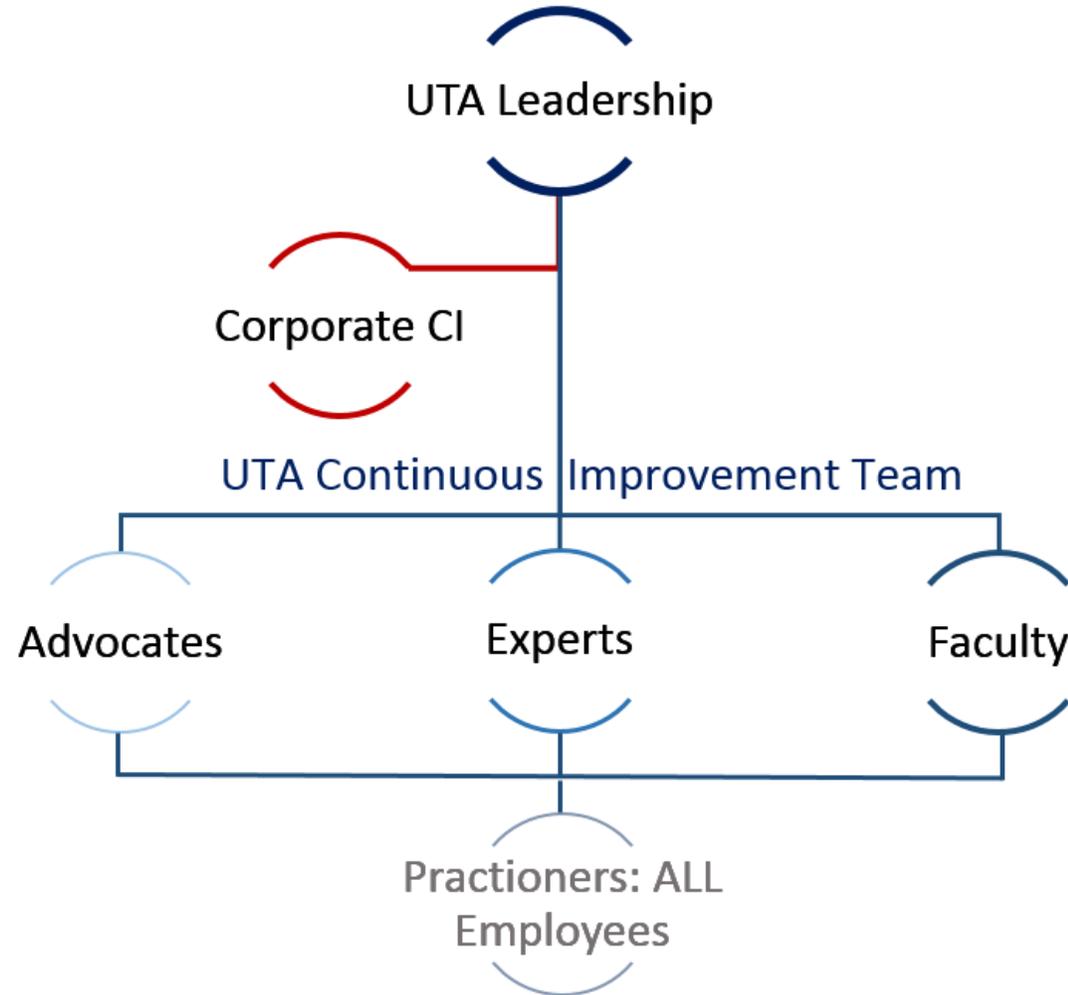
The Continuous Improvement Team is a go-to **resource** to deepen understanding of the UTA Way. We offer **learning** opportunities, skill development, project support and **empower** employees to deliver **quality** results that **improve** our customers' experience and make UTA a great place to work.

- **Our Vision:**

Improving the work is the work!



# Our Structure



## 2022 CI Team Demographics

- 41 Team Members in 2022
- 24 Departments represented
- 8 members have promoted or taken on a new role in 2022
- 2 members promoted externally

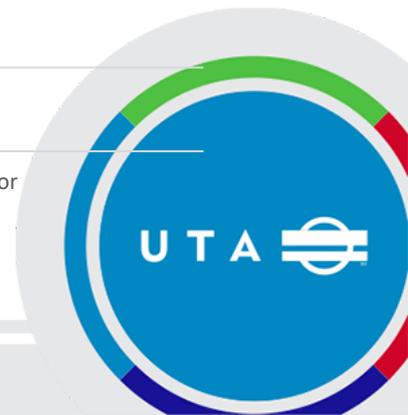
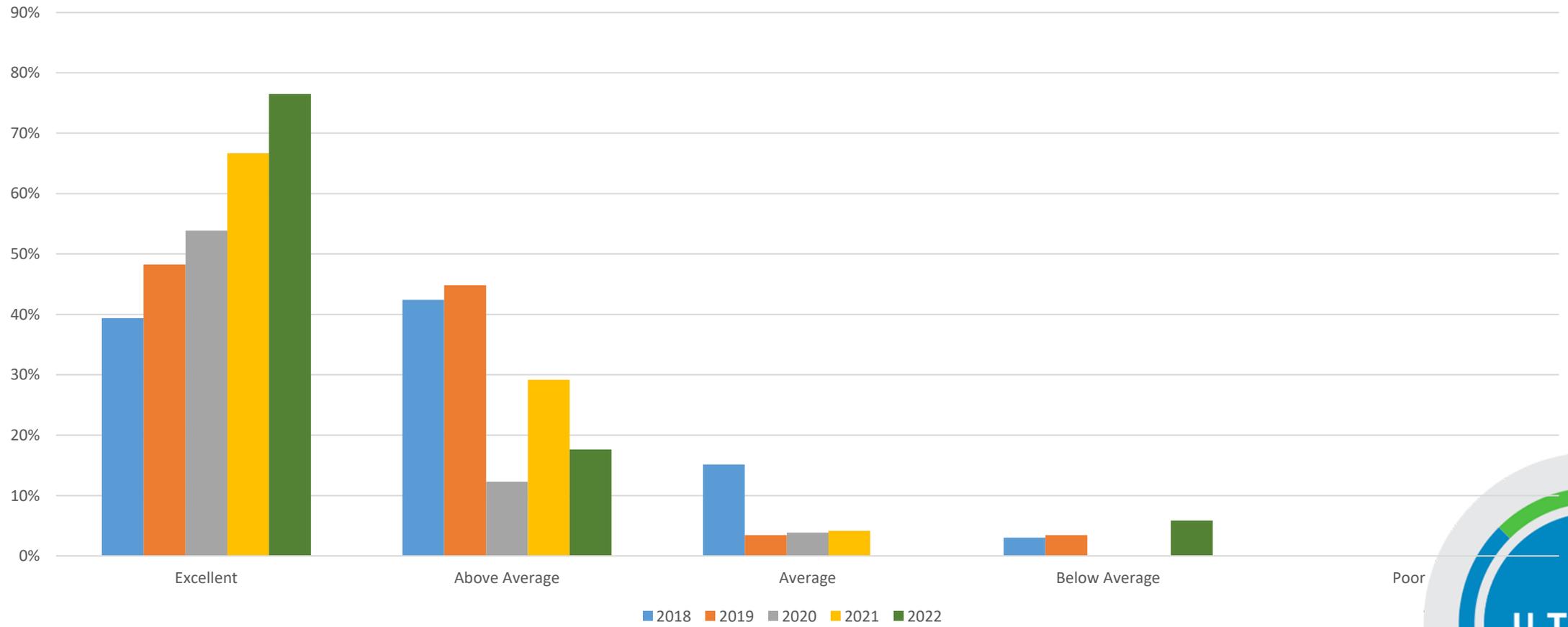


# 4 Core Goals of UTA's CI Team

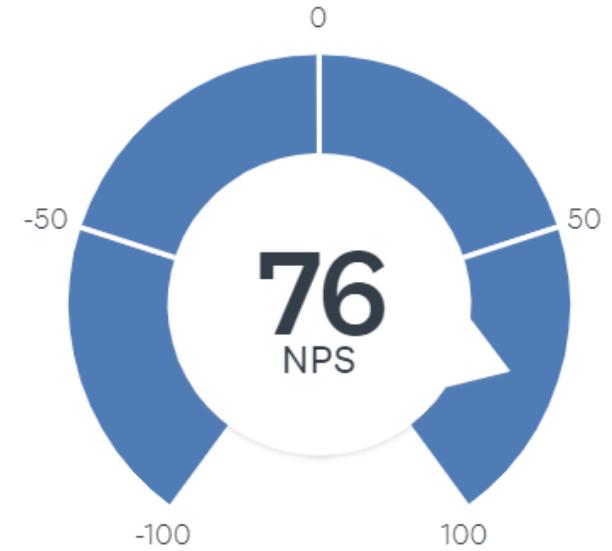
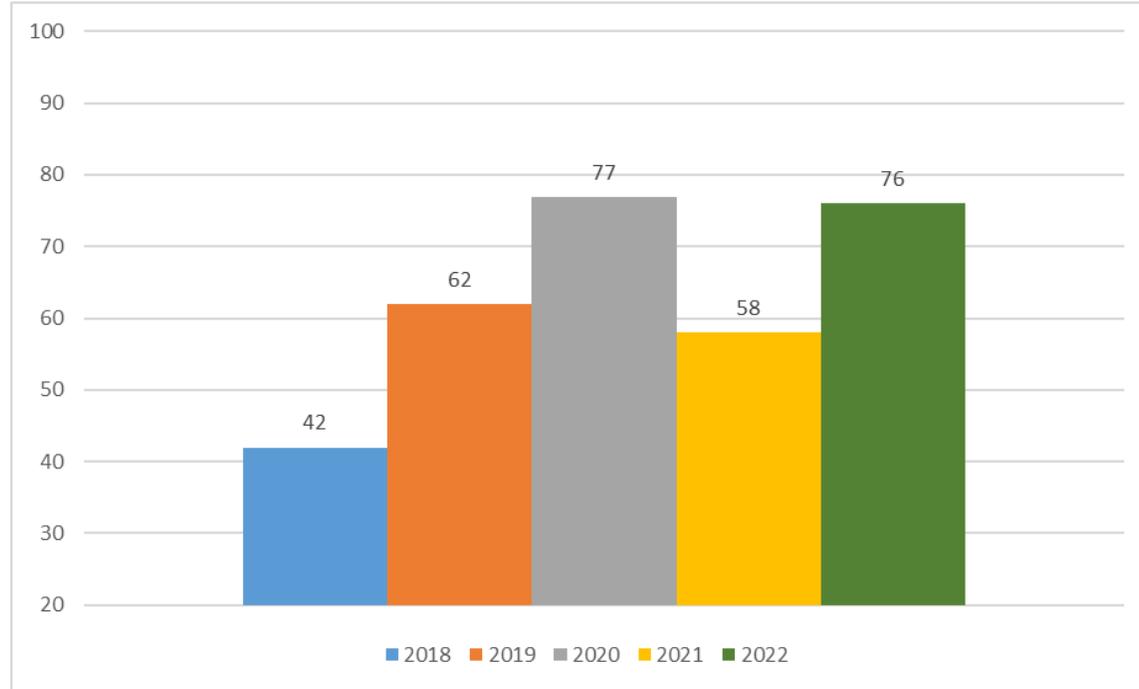
- LEARN
- APPLY
- SUPPORT
- COACH & MENTOR



# Value of Participating on the Team



# Net Promoter Score



# Site Tours- Learning From Others

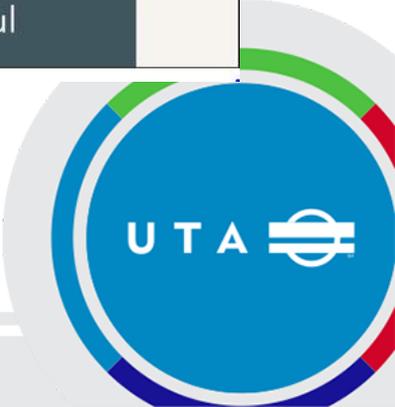
## Internal

- **Community Engagement**
- Ramp Shop - Sustainability
- Meadowbrook Maintenance

The screenshot shows a presentation slide titled "Department Focus Areas" with three main points:

- Responsibility and accountability to public - uphold public engagement requirements and commitments across the agency** (represented by a handshake icon)
- Collaboration with and accountability to the community through partnership building and ongoing connections** (represented by a group of people icon)
- Supporting the work through infrastructure, processes, structures, and tools that lead to effective and meaningful public engagement across UTA** (represented by a network icon)

A video feed in the top right corner shows a woman named Megan Waters.



# Site Tours- Learning From Others

## Internal

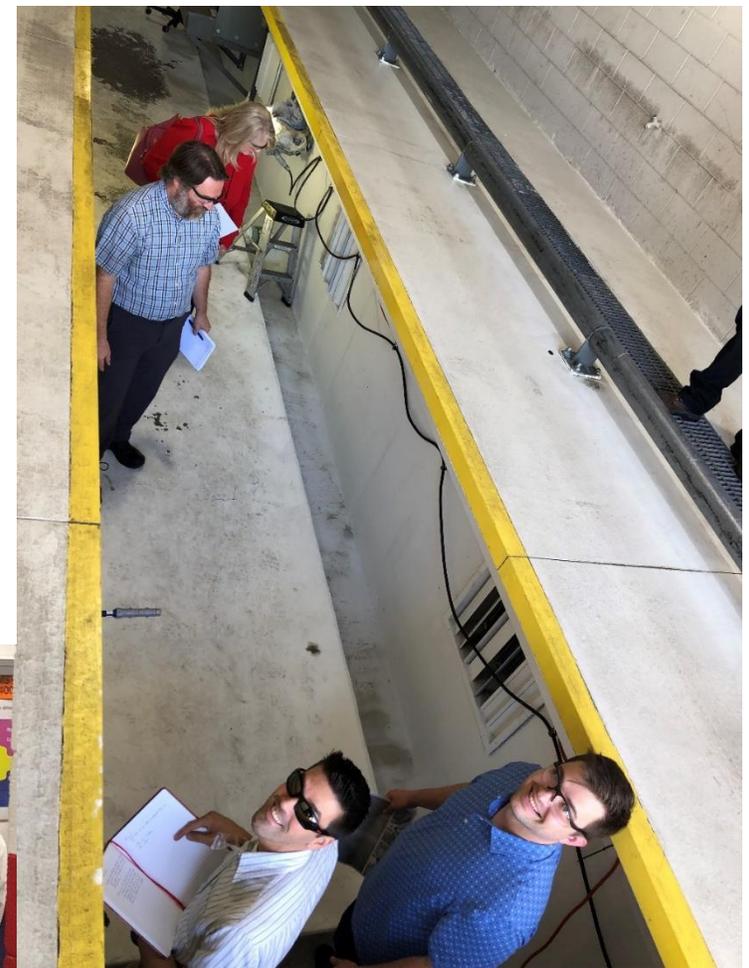
- Community Engagement
- **Ramp Shop - Sustainability**
- Meadowbrook Maintenance



# Site Tours- Learning From Others

## Internal

- Community Engagement
- Ramp Shop - Sustainability
- Meadowbrook Maintenance



## Snack & Shares - Learning from Others

- Informal
- Sharing
- Practicing
- Tools



## CI Team Certifications

- 5 people achieved their Advocate Certification
  - 4 people actively pursuing
- 5 people achieved their Expert Certification
  - 2 people actively pursuing
- 3 people achieved their Faculty Certification
  - 1 person actively pursuing
  - 5 people maintained Faculty certification



# Advocate Certification

- Andy Dew
- Derek Kuraitis
- Jake Ekker
- James Larson
- Luwanna Fitzgerald
- Connor Holman\*
- Juliana Brine\*
- Kristina Barrett\*
- Lori Coca\*



\* Certification in progress



# Expert Certification

- Carson Casey
- James Duran
- Jeanette Lancaster
- Nick Wilcox
- Trevyn Hatch
- Jordan DiRaddo\*
- Riley Williams\*



\* Certification in progress



# Faculty Certification

- Denny Guymon
- Derick Lee
- Jordan King

- Alex Beim\*



\* Certification in progress

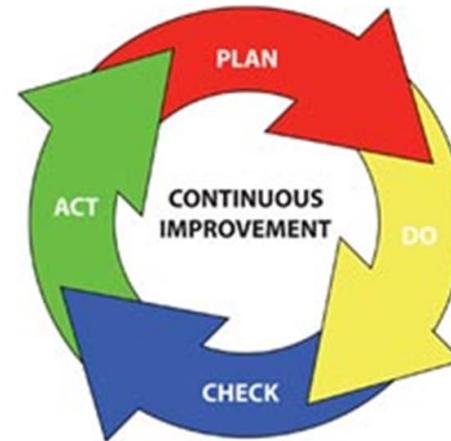


# CI Meet & Greet

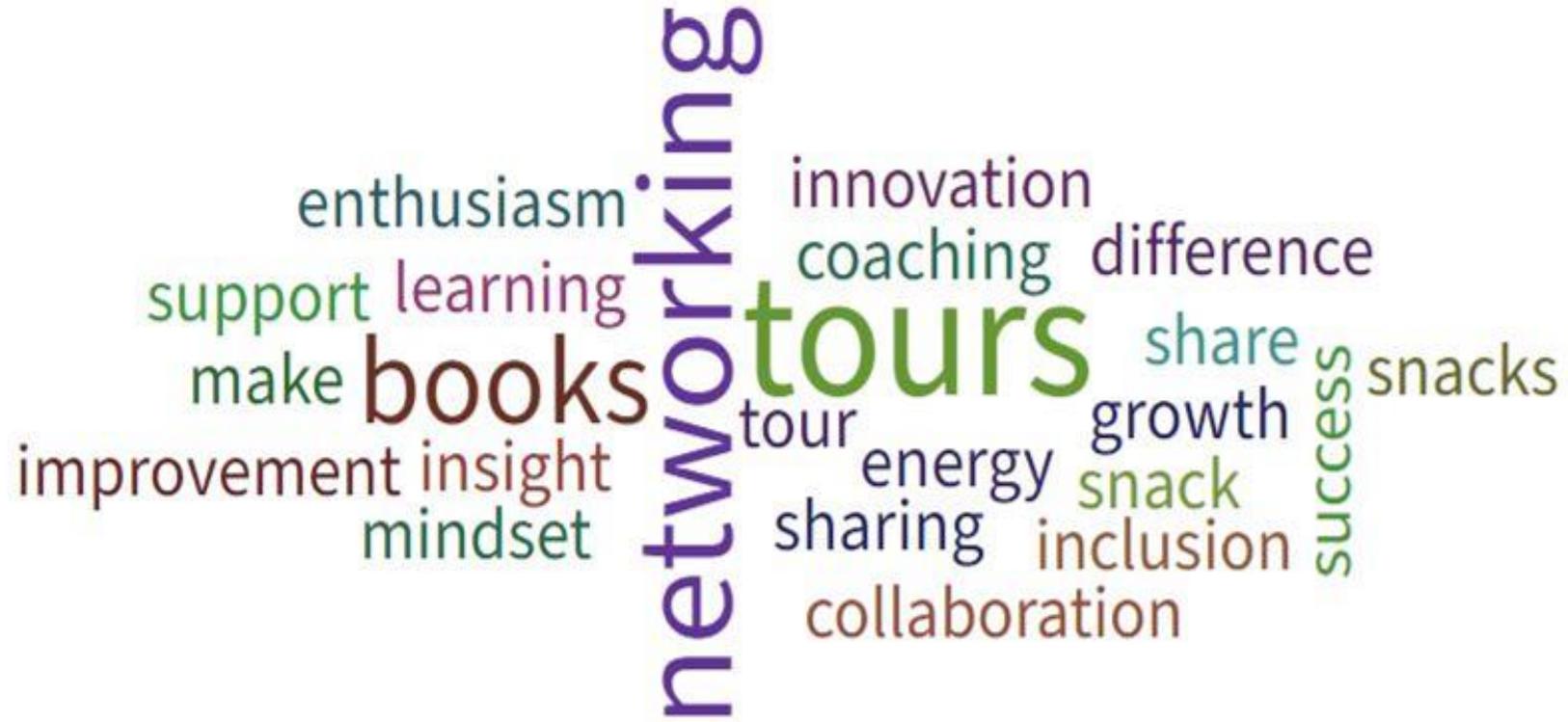


# CI Team Project Highlights

- 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!!!



## Favorite Part of Being on the Team



## Parting Words from the Team

- “I am grateful for the opportunity to have a mentor. I feel this makes a big difference in my success.”
- “I love continuous improvement and process development. I learned cool ideas like PDCA, visual Boards, 3 voices, process mapping, change management, effective metrics and more.”



\* Please note not all team members are featured

