

2021 UTA Continuous Improvement Highlights



Who We Are

■ Our Mission:

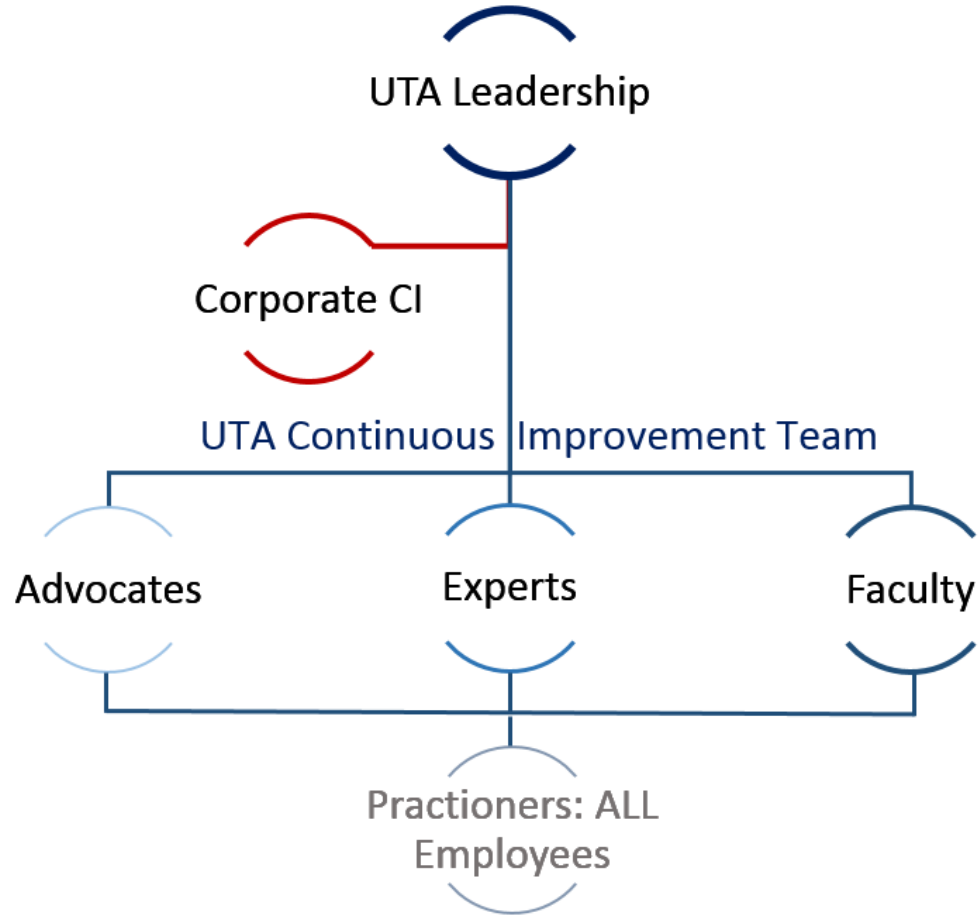
The Continuous Improvement Team is a go-to **resource** to deepen understanding of the UTA Way. We offer **learning** opportunities, skill development, project support and **empower** employees to deliver **quality** results that **improve** our customers' experience and make UTA a great place to work.

■ Our Vision:

Improving the work is the work!



Our Structure



2021 CI Team Demographics

- 45 Team Members in 2021
- 36 Departments represented
- 8 members have promoted or taken on a new role in 2021
- 4 members promoted externally

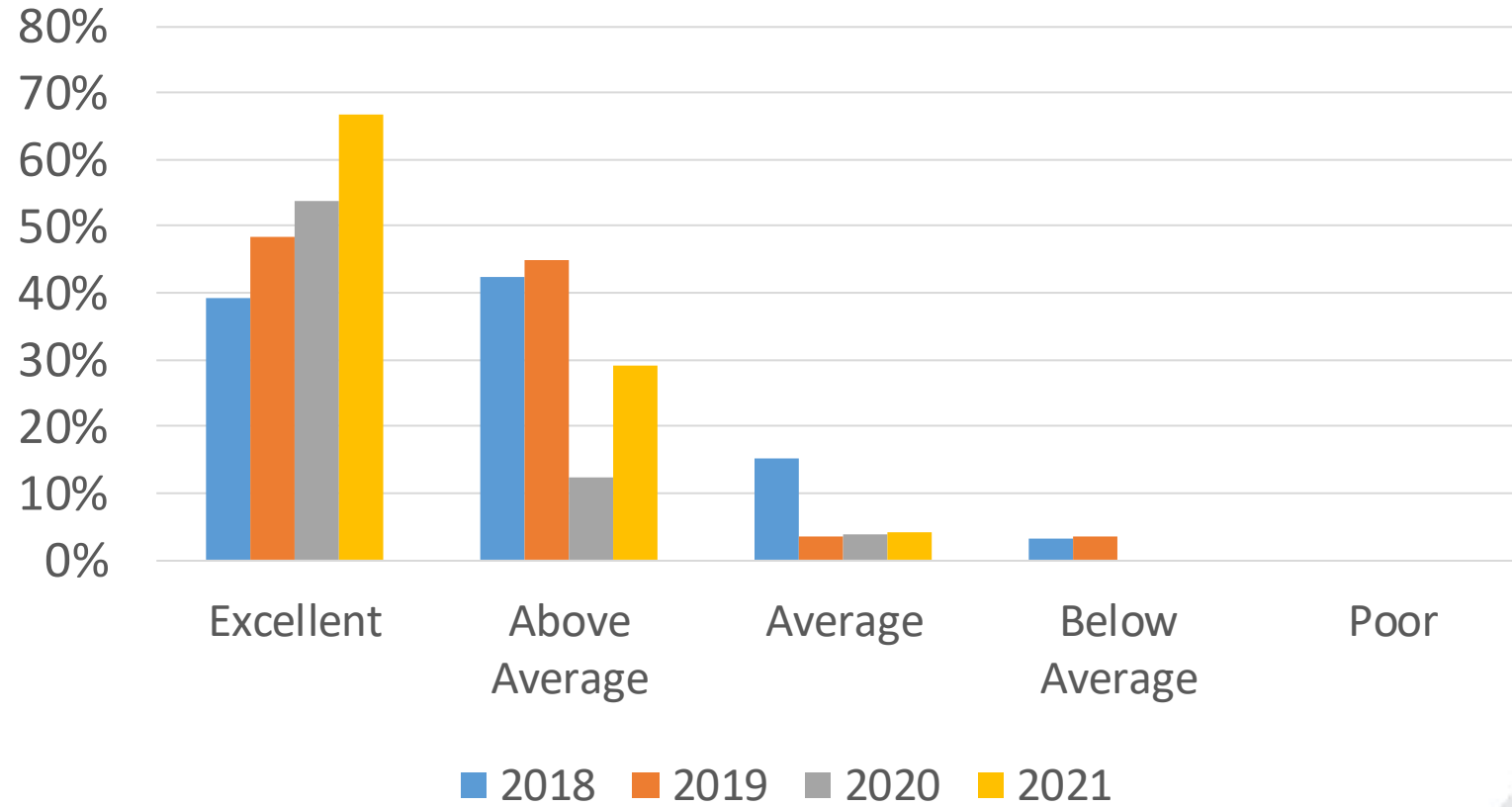


4 Core Goals of UTA's CI Team

- LEARN
- APPLY
- SUPPORT
- COACH & MENTOR



Value of Participating on the Team



Site Tours- Learning From Others

Internal

- Talent Acquisition
- Help Desk
- Operations Planning
- Warm Springs Maintenance



Site Tours – Learning from Others

External Tours:

- WesTech
- King County
- Imperial College of London
- Transformative Leader



LEAN Is A Journey Without A Final Destination

Continuous Improvement

WESTECH

Zoom Meeting Grid



CI Team Certifications

- 10 people achieved their Advocate Certification
- 9 people achieved their Expert Certification
- 4 people maintained their Faculty Certification and 1 person achieved their Faculty Certification



Advocate Certification

- Mary Villanueva
- Carol Rogozinski
- Celeste Sloan
- Christine Martinez
- Daisha Montgomery
- Emily Alonzo
- James Duran
- Jordan DiRaddo
- Nick Wilcox
- Stephanie Withers
- Andrew Gray*
- Doraleen Taulanga*
- Eric Jenson*
- Jacob Baker*
- Jeff Reinert*
- Kevin Clark*
- Long Tu*
- Lori Coca*
- Marie Bisel*
- Mercedes Mueller*
- Sandra Stephens*
- Tami Salisbury*

* Certification in progress



Expert Certification

- Alex Beim
- Carson Casey
- Denny Guymon
- Derick Lee
- Jonathan Yip
- Jordan King
- Stacey Adamson
- Trevyn Hatch
- Patrick Brennan
- Jeanette Lancaster*
- Jordan Eves*
- Tina Bartholomew*
- Travis King*
- Tyler Buttars*

* Certification in progress

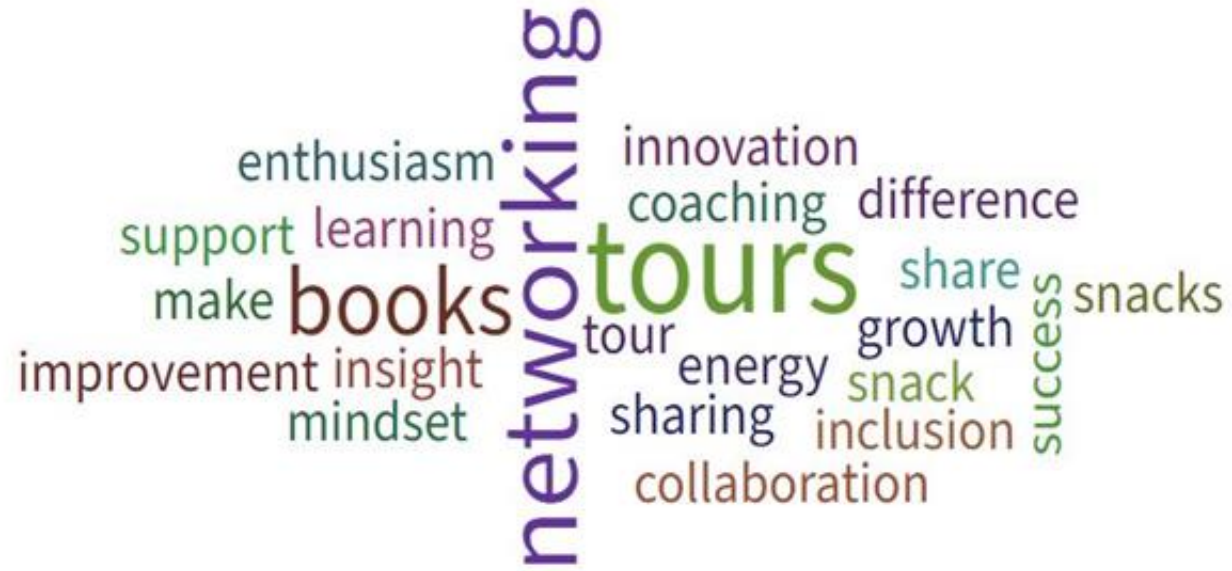


CI Team Project Highlights

- 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

- “Awesome program with highly skilled and dedicated people participating in it's growth and sustainability.”
- “This team has been one of the highlights of my career at UTA. I want to thank everyone for making it such a pleasant experience.”



* Please note not all team members are featured

