

Process Mapping and Improvement



GREATER SALT LAKE
**Municipal Services
District**

David Johnson, Partner & Project Manager
Alfredo Mycue, Partner & Lead Facilitator
ReEngine Consulting



REENGINE CONSULTING
Achieve Breakthrough Performance

Understanding the District's Needs

“The MSD recognizes the importance of ongoing review and evaluation of processes, looking for ways to improve the quality and timeliness of services ...”

- Overcome current staffing constraints and improve customer service
- Develop clear requirement documents to prepare for a new permitting system and IT needs
- Streamline and document specific, critical workflows including bond processing, plan review, finance, and permitting.
- Equip the MSD team with the framework and skills required to sustain continuous improvements independently.

Our GQI Approach



Lean Methodology

Eliminating waste and reducing rework to improve flow and cycle times.



Six Sigma

Reducing variance for a robust, standardized system that ensures quality of services.



Theory of Constraints (TOC)

Identifying bottlenecks (field capacity, legal review) and increasing overall throughput.



Change Management (Prosci ADKAR)

Managing the human side of change for inclusive engagement and full staff adoption.

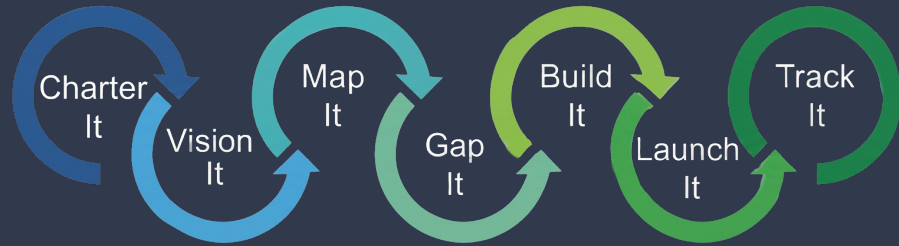


Project Management Professional (PMP)

Utilizing PMP best practices for charter, schedule, budget, and RFP compliance.



Empowering Your Municipal Team



- Lead a collaborative team composed of MSD employees and ReEngine staff rather than mapping processes in isolation.
- Guide MSD staff hands-on through the creation of Value Stream Maps and implementation plans.
- Transfer critical analytical skills to new and designated staff to sustain continuous improvement.
- Provide a comprehensive long-term toolkit to sustain the relevance of new SOPs.

The Peer - to - Peer Perspective

- ReEngine Partner providing executive-level project oversight.
- Currently in a four-year tenure as an elected Board Member for a Texas Municipal Utility District (MUD).
- Direct experience in the fiduciary oversight of public funds, setting tax rates, and approving annual budgets. Accomplished this work in City of College Station as city staff.
- Practical knowledge in holding third-party professional consultants accountable for deliverables and budgets.

Local Government Successes

REENGINE LOCAL GOVERNMENT QUANTITATIVE SUCCESS STORIES

LARGE CITY (POPULATION ~1M)

51%

IMPROVEMENT
IN AVG PERMIT
CYCLE TIME



46%

DECREASE
IN WASTEFUL
REWORK
PROCESSING PERMITS



\$1M+

RECOVERED IN
INFRASTRUCTURE
RESTORATION COSTS (FIRST YEAR)



MEDIUM CITY (POPULATION ~75,000)

47%

INCREASE IN CASES
SUCCESSFULLY
CLOSED PER DAY

INCREASE IN
SUCCESSFULLY
CLOSED



(WITHIN 30 DAYS AFTER IMPLEMENTATION OF A SINGLE IDEA)

Local Government Partners (Cities)

- Columbus, OH
- Albany, GA
- College Station, TX
- Horseshoe Bay, TX
- Greeley, CO
- Pittsburgh, PA
- Charlottesville, VA
- Georgetown, TX

Large State Government Agencies

- Environmental Protection & Regulation
- Workforce & Labor Systems
- Public Safety, Justice & Corrections
- Education & Higher Education State
- Administration & Central IT
- Housing, Energy & Social Services

Next Steps & Q&A

We are ready to begin Phase I as early as June 15 2026.

We're happy to answer any questions you might have about ReEngine and our approach to mapping/process improvement in government