

R E S O L U T I O N

1 WHEREAS, Through its use of the Lean Six Sigma program, the
2 City of Irving is achieving important breakthroughs in providing
3 enhanced and more efficient services to citizens, visitors, and
4 businesses; and

5 WHEREAS, A high-powered initiative developed in the private
6 sector, Lean Six Sigma is a business improvement methodology that
7 aims to increase the quality and speed of services and to improve
8 overall customer satisfaction; and

9 WHEREAS, Irving was the first municipality in Texas and the
10 second in the country to holistically use Lean Six Sigma as a
11 citywide program, and this endeavor is well matched to the city's
12 corporate business structure; and

13 WHEREAS, The application of the program has resulted in a
14 variety of specific achievements that encompass police
15 recruitment, water maintenance and repair, construction plan
16 review, and much more; and

17 WHEREAS, Because Lean Six Sigma enables employees to do their
18 jobs more efficiently, it is contributing to their enthusiasm and
19 job satisfaction; moreover, this innovative approach to process
20 improvement is increasing the overall effectiveness of city
21 government and is helping to make Irving an even better place to
22 live and work; now, therefore, be it

23 RESOLVED, That the House of Representatives of the 81st Texas
24 Legislature hereby commend the City of Irving for its

H.R. No. 922

1 implementation of the Lean Six Sigma program and extend sincere
2 best wishes for continued success to all those associated with the
3 initiative.

Harper-Brown

H.R. No. 922

Speaker of the House

I certify that H.R. No. 922 was adopted by the House on March 26, 2009, by a non-record vote.

Chief Clerk of the House