

By: Harper-Brown

H.R. No. 922

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

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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.