

# Guilford Group Case Study



## Rochester Public Utilities Management Improvement

Rochester Public Utilities (RPU) is a municipally-owned electric and water utility located in Rochester, MN. RPU serves more than 50,000 electric customer and 39,000 water customers. RPU operates under the direction of a five member, mayor-appointed Utility board and under the Rochester City Council.

### Business Improvement Steps

- Improved entire working through series of Kaizen workshops to introduce Lean Management practices streamlining operations
- Lead focus groups to create a Value Stream Map that laid out the entire process of having a list of tasks to be done sequenced and scheduled with resources requirements, time and personnel
- Final optimization occurred through open discussions with a view to improvements and to quantify the gains made in monetary terms and also non monetary considerations.

