Mail Transportation Services Route Review and Improvement

Background

DOA Mail Transportation Services (MTS) provides incoming and outgoing mail services for state offices in the Madison Metro area. The challenge in improving mail schedules is a need to balance customer service and efficient route schedules to minimize MTS mileage and staff expense.

Problem Statement

Over time, our delivery schedules have become outdated and inefficient. It has been many years since we have reviewed the routes, and it's likely that significant improvements would be possible. If we could reduce the number of miles driven or the number of routes we use, we could reduce our overall expenses.

Outcome

By analyzing the routes using mileage information, common sense, and a computer algorithm, we were able to reduce the number of daily scheduled routes from 5 to 4. This cut vehicle mileage by 30% and allowed us to terminate the lease on one mail truck. Additionally, it also enabled us to eliminate a previously vacant staff position, saving us $74,000 in total.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required				
Cumulative lead time in days				
Annual cost in dollars	$74,000	$0	$74,000	100
Number of steps in process				
Average process lead time				
Percentage who are satisfied				
Average stakeholder satisfaction				

Cost to implement: $0   One-time cost savings: $0

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