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Reducing Administrative Time for Labor Reporting at Tobyhanna Army Depot Brandon Hardman, Christian Mapes, Ryan Utter, Molly Wharton, and Jose A. Ramirez

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Abstract: Tobyhanna Army Depot (TYAD) is one of the largest U.S. Army maintenance depots providing maintenance support to military organizations around the globe. The depot's primary logistical mission is maintenance of Department of Defense Command, Control, Communications, Computers, Intelligence, Surveillance, and Reconnaissance (C4ISR) equipment. Given extremely high and timely throughput expectations, the depot encountered extreme pressure to precisely charge the appropriate labor hours for the hundreds of tasks associated with maintenance operations. The task of this accurate labor reporting is assigned to the floor's team leaders. The USMA lean six sigma (LSS) team analyzed the labor reporting procedure, and using the Define, Measure, Analyze, Improve and Control (DMAIC) improvement process, they were able to significantly ease labor reporting for floor supervisors. With this process improvement, the team was able to reduce a division's team leaders' man-hour reporting times by 25%, which corresponds to Tobyhanna annual savings of over \$160K.

Key Words: batch processing, labor reporting, Lean Six Sigma, process improvement, process costing