Red Leaf Consulting

CASE STUDY

Faster Delivery for a Municipal Utility

How Agile and Lean cut delivery time and freed up about 40 staff hours a month

Client: A large West Coast municipal utility **Services:** Agile Transformation & Lean Process Improvement

15%	~40 hrs.	Fewer
Faster Delivery	Saved Per Month	Manual Steps & Handoffs

The Challenge

Two teams at the utility were struggling with slow delivery. Competing priorities pulled people in different directions, and manual handoffs between teams caused delays and rework. Leaders had no clear way to decide what came first.

What We Did

Red Leaf Consulting mapped the teams' key workflows from start to finish and interviewed all team members to see where time was being lost. Then we:

- Removed waste and unneeded handoffs between the teams
- Built a single, clear priority list that leaders and teams agreed on
- Set up a triage system that routed work to the team best suited to handle it
- Coached teams and leaders in a tailored Agile approach designed around how they actually work

The Results

- **15% faster delivery** across both teams
- **About 40 hours saved per month** in staff time
- **Fewer manual steps,** with less rework and fewer dropped handoffs

Why It Matters

The improvement didn't come from adding people or software. It came from fixing how work flowed. Manufacturers, software companies, and other operations-heavy businesses face the same problem when daily work competes with improvement projects for the same people.

Is your delivery system slowing you down? Let's talk.

Red Leaf Consulting · 206-774-3605 · hello@redleafhq.com · redleafhq.com