



Pittsfield Charter Township

6201 West Michigan Avenue, Ann Arbor, MI 48108
Phone: (734) 822-3135 • Fax: (734) 944-6103
Website: www.pittsfield-mi.gov

Office of the Supervisor

Mandy Grewal
Township Supervisor
grewalm@pittsfield-mi.gov

Trish Reilly
Deputy Supervisor
reillyt@pittsfield-mi.gov

FOR IMMEDIATE RELEASE

Contact: Mandy Grewal, Supervisor
(734) 822-3136

Pittsfield Township Pursues the Gold Standard in Public Service

Pittsfield Township (May 10, 2013) – Supervisor Mandy Grewal announced an exciting quality assurance project being undertaken this fall in partnership with the University of Michigan.

“As a part of its commitment to township residents to do more with less, Pittsfield Township is engaged in a variation of the process known in the private sector as ‘Six Sigma,’ ” Grewal explained. “Six Sigma has been applied in the private sector to maximize customer satisfaction, improve process efficiencies and increase performance accountability.”

In the past few years, the concept has gained some momentum in the public sector. Pittsfield Township staff will work with Dr. Prakash T. Sathe and his students at the University of Michigan’s Industrial and Operations Engineering department to map the flow of information; identify and evaluate input, output and resources consumed; and establish performance measures. “We are fortunate to have been approached by Dr. Sathe to work with his students. The exercise will improve customer service at no cost to Township residents in exchange for our participation as mentors,” Grewal observed.

Grewal noted, “This initiative makes Pittsfield part of a select few public entities undertaking the Six Sigma exercise. The Six Sigma framework gives Pittsfield Township an organized and measureable approach to examining the way we do business. Pittsfield Township is committed to evaluating how we do business as a means to provide the best service to our residents while maximizing taxpayer dollars.”

Six Sigma is a business management and engineering strategy developed originally by Motorola, USA in 1981. Conceived as a way to streamline manufacturing processes, improve quality and minimize waste due to errors or imperfections; the principles have been widely applied in the private sector. “

“Customer service is the top priority at Pittsfield Township. Pursuit of excellence and a commitment to setting the gold standard in public service describes our fundamental belief that residents deserve our best effort every day, every time about every concern – no matter how big or small,” Supervisor Grewal concluded.

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