

2004 Showcase in Excellence Awards Recipient

TSG Equipment Services - ADOT



Kevin Thomas, ASE Certified
EQS Lead Technician,
Phoenix Light Duty Shop,
one of 20 EQS Service Shops
statewide.

Testimonial of Value of Arizona State Quality Awards Program

“ADOT Equipment Services provides Fleet management, maintenance and fuel services to many Arizona State Agencies, Counties and Municipal entities, as well as ADOT. Each of these non-ADOT clients can purchase these services at a vendor of their choice. Equipment Services must earn their business, everyday. We felt our new full scope, fleet services billing process was a best practice. Preparing for the AQA competition pushed us to higher levels of benchmarking, documentation and, most important, customer involvement in each development phase. Equipment Services won the award. Our customers won the benefits.”

John Nichols, Physical Plant Operations Administrator

Company Information:

Highest Ranking Official:
Victor Mendez, Director
Arizona Department of
Transportation

Contact Person:
John Nichols, Administrator
ADOT Physical Plant Operations
602-712-7795
jnichols@azdot.gov

Type of work:
The Arizona Department of
Transportation provides an
integrated and balance state
transportation system, and is a
public government agency
operating under the laws of the
State of Arizona.

Workforce: 4412 employees

Highlights of Organizational Process:

A new billing process integrated all Fleet management financial accountabilities (asset purchase and management, equipment maintenance, accident repairs, fuel purchase and labor/operating expenditures) into an ADOT, Customer and Stakeholder accessible, real time database and a customizable report generator. The measurable benefits achieved include:

- 90% reduced labor expenditures for manual data input;
- Automating the billing to shorten process cycle times from nine business days down to three minutes;
- Electronic invoicing coupled with FAQs pages to reduce receivable aging;
- Auditable data tracking components to insure accuracy;
- ROI-Life Cycle “age-point” real time data for optimum equipment replacement decisions
- Weblification of invoices and reports reducing paper-flow and making information available to the stakeholders in real time.

ADOT and Equipment Services stakeholders’ will also receive a value-added benefit during budget preparations each year, i.e. real time financial data via client-customized report formats for Fleet expenditure planning.