

# **DRAFT**



## **GARLAND**

### **NOTICE OF MEETING CITY OF GARLAND, TEXAS**

#### **ANIMAL SERVICES ADVISORY COMMITTEE**

**Work Session Room of City Hall  
200 N. Fifth Street  
Garland, Texas  
January 1, 2017 at 6:00 p.m.**

A meeting of the Animal Services Advisory Committee of the City of Garland, Texas will be held at the aforementioned location, date, and time to discuss and consider the following agenda items.

#### **AGENDA:**

**1. APPROVAL OF MINUTES**

**2. PUBLIC COMMENTS**

Persons who desire to address the Committee on any item on the agenda are allowed three minutes to speak. Testimony may be held until the item is considered or given at the beginning of any committee meeting. Invited testimony may also occur at any time, subject to a request of the Member of the Committee and with the approval of the Committee Chairperson.

**3. ITEMS FOR INDIVIDUAL CONSIDERATION**

**a. QUARTERLY REVIEW OF SHELTER OPERATIONS**

Art Munoz, Director of Animal Services will provide an update on shelter operations, including a review of intakes, surrenders, adoptions and services calls for the previous quarter.

**4. ADJOURN**

**NOTE:** A quorum of the City Council may be in attendance and may or may not participate in the discussions of the Committee or board.



**GARLAND**

**2023 Animal Services Advisory Committee**

**1.**

**Meeting Date:** 11/01/2023

**Item Title:** Minutes October

**TEST:**

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**Summary:**

**APPROVAL OF MINUTES**

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**Attachments**

Minutes October

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# ROOT CAUSE ANALYSIS GUIDELINES

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Root Cause Analysis (RCA) is a structured approach to identify the root cause of a problem and implement corrective action to prevent recurrence. Root cause is the most basic cause that can reasonably be identified and management has control to fix. RCA will determine the fix required to prevent (or significantly reduce the likelihood or consequences of) the problem's recurrence.

## Requirements:

- Determine sponsor/stakeholder requirements
- Identify specific problem/opportunity
- Determine timing & duration for problem resolution and corrective action

## Preparation for Investigation:

- Identify investigation leader and process owner
- Organize core & support team members – at least 1 subject matter expert from each department/function represented in the process.
- Gather current state information (process maps, layouts, metrics, procedures, work standards, etc.)
- Plan logistics (meeting room, materials, supplies, etc.)
- Establish communication plans (pre-event, during and post)
- Confirm readiness of team, workplace and resources

## Gather materials & supplies including:

- Projector & screen (if required)
- Training handouts (if required)
- Post it Notes (3 inch by 3 inch.)
- Pens/fine point markers (one for each participant.)
- Post it type flipchart paper or Butcher paper.
- One thick black marker (if required for mapping)
- Clear Scotch tape and one roll of Masking tape.
- Digital camera
- Stop watches (if required)

## Prep the meeting room for Investigation Analysis:

- Arrange meeting area (seating, handouts, supplies, etc.)
- Set-up/test projector & screen
- Adequate wall space to hang flipcharts

General RCA Sequence:

- Identify and Contain the Problem
  - Describe the problem (the who/what/where/when/how often ?'s)
  - Contain the problem
- Analyze Root Cause
  - Why did problem occur?
  - Why didn't current systems/controls prevent this problem from occurring?
- Determine Solution(s), Define Implementation, Plan, and Execute
  - Initial action(s) -> SHORT TERM
  - Systemic/Permanent Action(s) -> LONG TERM
- Closure Agreement/Signoff
  - Sustain solution
  - Leverage lessons learned

Categories of RCA Tools:

Voice of Customer

- Interviews
- Gather evidence
- Work area observation

Collecting Ideas

- Brainstorming
- Cause & effect diagram
- Multivoting
- Affinity diagram

Data Collection

- Check sheets
- Data collection plan
- Document traveler
- Sampling

Process Metrics

- Cycle time
- Lead time
- % Defective
- % Effective
- Yield

Cause & Effect Analysis

- Pareto analysis
- Histograms
- 5 whys
- Cause & effects diagram
- 8 types of waste
- FMEA
- RACI analysis

Process Flow/Stability

- Value stream maps
- Swim lane maps
- Layouts
- Standard work
- 5S system
- Mistake proofing
- Cell design
- Visual control
- Spaghetti diagrams

**Tips:**

- Keep event focused, on time
- Collect problem information on flipcharts & post on walls
- Summarize flipchart information on a regular basis
- Post 8 types of waste on wall – refer to it regularly as a reminder



**GARLAND**

**2023 Animal Services Advisory Committee**

**3. a.**

**Meeting Date:** 11/01/2023

**Item Title:** Quarterly Review of Shelter Operations

**TEST:**

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**Summary:**

**QUARTERLY REVIEW OF SHELTER OPERATIONS**

Art Munoz, Director of Animal Services will provide an update on shelter operations, including a review of intakes, surrenders, adoptions and services calls for the previous quarter.

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