

Alder Ridge shortens work assignment time

A fictional facilities team used one assignment queue after relying on a shared inbox and two spreadsheets.

38 min	26 min	4 weeks
average assignment time before	average assignment time after	kickoff to first production week

The operating problem

Nine regional coordinators assigned work using a shared inbox and two spreadsheets. A coordinator read each request, identified its region, checked availability, and copied details into the dispatch sheet.

The change

Alder Ridge configured Northstar Ops to collect location and job type, suggest the correct queue, and preserve the assignment record in one place.

The measured result

Comparing eight weeks before with eight weeks after, using the same request categories, average assignment time fell by 12 minutes, or about 32 percent.

Evidence boundary

Revenue and conversion were not measured. Conflicting work-order and follow-up figures were excluded from the story until a controlling source can resolve them.

"The morning queue stopped running the day. We could see the exceptions and deal with those first."

Morgan Lee Alder Ridge Facilities

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