

LSS Update

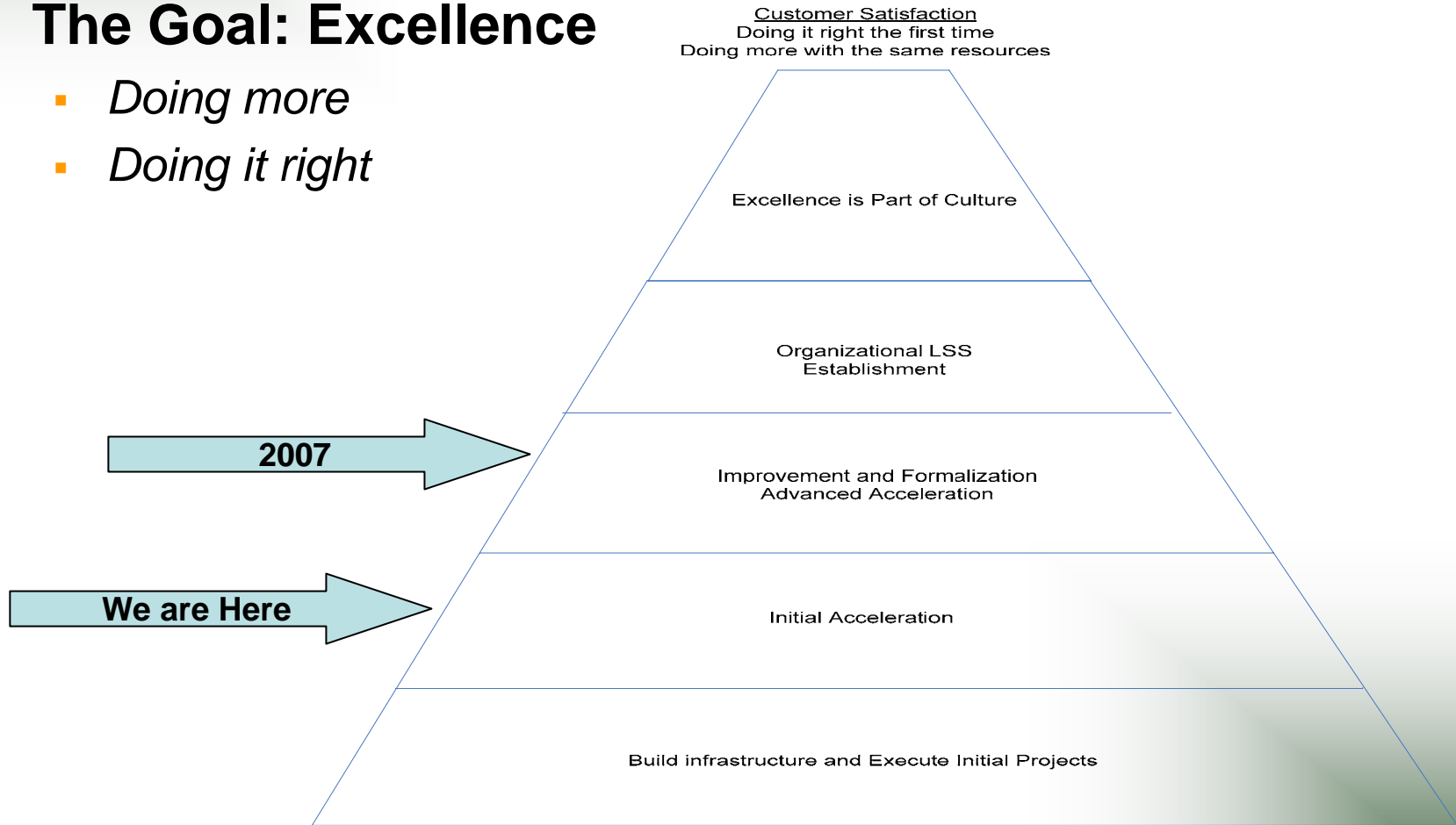
October 11, 2006 BIC meeting

Presenter: Frank Deno

LSS Deployment Progress

◆ The Goal: Excellence

- *Doing more*
- *Doing it right*



2005 LSS Projects

- ◆ All 2005 projects to be completed this month
 - *3 finalizing control plans now*
- ◆ All exceeding target improvement goals
 - *Overall target improvement tracking at ~200% of goal*

LSS Acceleration

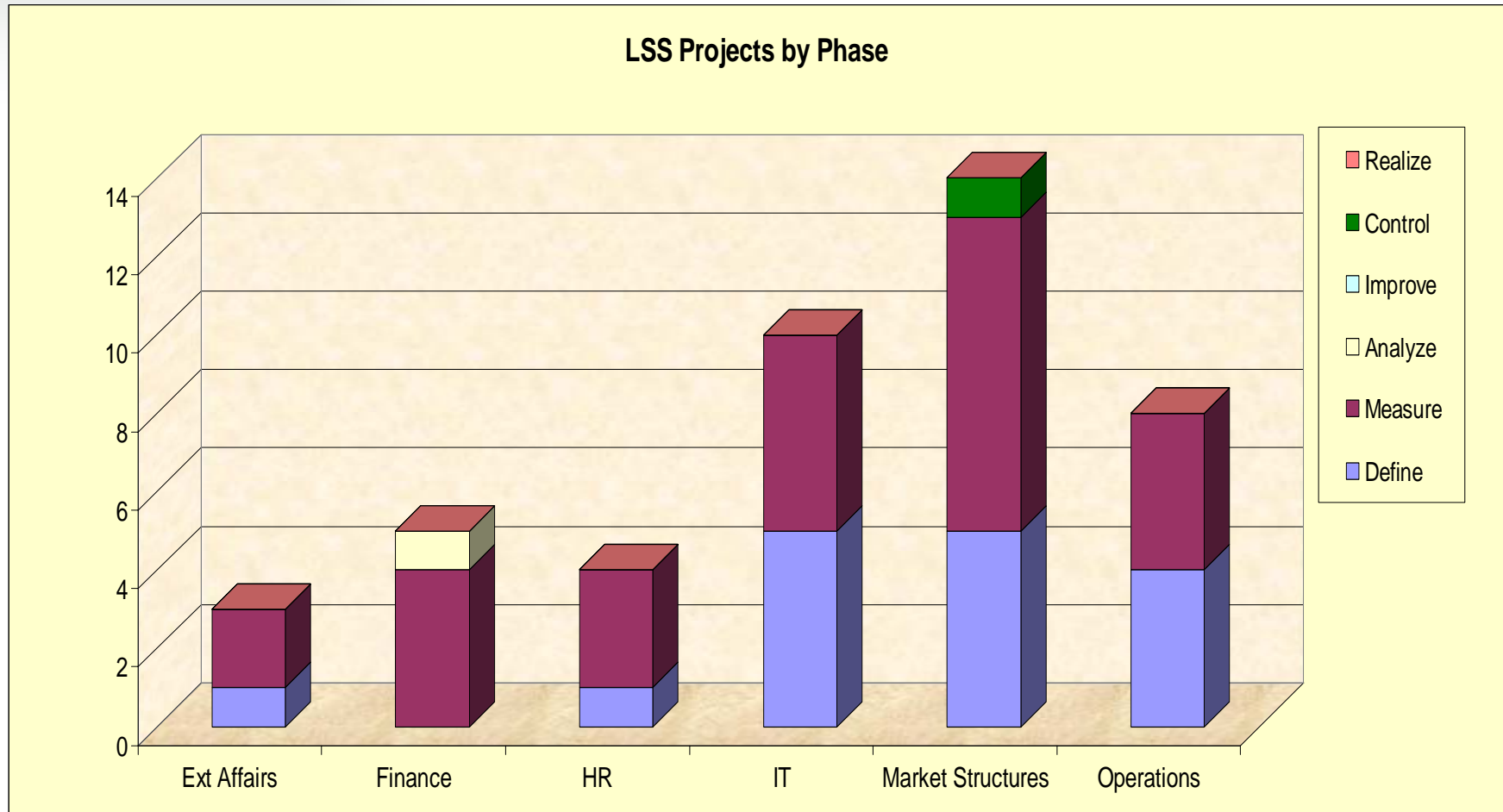
- ◆ NYISO launched 46 GB projects in August
 - *~20% will be in the Measure phase in first month*
 - *~50% to complete Define before week 2 training (October)*
 - *To date, 96% projects are progressing on schedule*
 - *Many projects will finish in 2006, most will finish within 6 months of launch*

- ◆ All projects target increasing efficiency or reducing defects

Current Projects Examples

- ◆ Finance
 - *Reduce Errata and Extension Request Filings*
 - *Reduce Percentage of Manual Transaction Adjustments Included in Initial Invoice*
 - *Reduce Final Bill Settlement Challenge Cycle Time*
- ◆ HR
 - *Reduce cycle time of Post-Exit Interview Employee Term Process*
 - *Reduce Travel Expense for Out of Town Interviewees*
- ◆ IT
 - *Reduce Failover Process Cycle Time*
 - *Reduce completion time on QA DBA support maintenance requests*
 - *Reduce the time period that it takes to close an incident report*
- ◆ Market Structures
 - *Reduce PSC Data Request Fulfillment Cycle Time*
 - *Decrease Delivery Cycle time of Daily PROBE Report*
 - *Reduce Billing Inquiry Assignment Cycle time*
 - *Reduce Manual Approval Process Cycle Time*
 - *Reduce Audit Report Issuance Cycle Time*
- ◆ Operations
 - *Improve Access to Historical ICAP Data*
 - *Reduce TCC Collateral Change Processing Cycle Time*

Current Project Dispersion



2007 Focus

- ◆ Excellence through continuous improvement
 - *A Committed and emPowered NYISO – Doing more and doing it right!*
 - Team work – LSS project teams
 - Accountability – metrics to measure and communicate
 - Quality – continuous process improvement
 - Integrity – Coaching and building leadership skills
 - *Measure and Communicate*
 - *Tackle Big Win opportunities*
 - Black Belt projects

Wrap up

- ◆ Voice of the Customer (VOC)
 - *We need to know what YOU think*
 - A defect is anything that doesn't meet customer expectations
 - Is NYISO meeting your expectations?
 - As projects progress, many may look for direct feedback from you

- ◆ Questions?