

A Study of Using the Principles of Lean, Kaizen, and Six Sigma at the Ocala Police Department to Improve Customer Service to the Community

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This research project examines the principles now widely used in manufacturing- Lean, Kaizen, and Six Sigma, and explores how they would apply to the day to day operations within the Ocala Police Department. This study presents the results of a survey administered to both sworn and non-sworn supervisors of the Department and presents their current problems and views regarding the principles and how they would apply to their respective areas of responsibility. This study presents a positive view supporting the concept that using the methodologies of Lean, Kaizen, and Six Sigma could benefit the Ocala Police Department and improve its customer service.