

Constraints

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The various departments of Federal and State Governments should be required by the Congressional and Legislative oversight committees to (1) identify the specific services they are providing for the taxpayers, (2) the costs to produce those services, and (3) the constraints in producing those services.

How much of the taxpayers' money is being spent to get these products. Could these products be purchased from someone else at a cheaper price? Could a higher quality product be purchased at the same price? Many of the services of government cannot be purchased from an alternate source and the delivery of those services must be closely monitored. All departments should be required to publish their costs, and to identify the constraints (Operations Management concept) in their production.

The service begins in Section "A" and reaches the taxpayer from Section "E".
 Department Sections: A > B > C > D > E > Service to Taxpayer
 Processing Time: 20 20 40 20 20

The Section that is the time constraint (bottleneck) is "C". No additional taxpayer money should be given to the other Sections of that government Department. Quite the contrary. Money, people, and equipment should be removed from the other Sections and given to section "C".

There is a constraint to producing an increased number of the services. What is the constraint that prevents the Department from providing an increased number of the services? If you answer "money", you should ask for a refund of the money you spend getting your M.B.A.

There is a constraint to the quality of the services. What is the constraint that is the reason the quality of service is so poor?

Issues For Elected Law-Makers To Consider

*Senator, U.S. Congress
Representative, U.S. Congress
State Senator, Georgia General Assembly
State Representative, Georgia General Assembly*



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