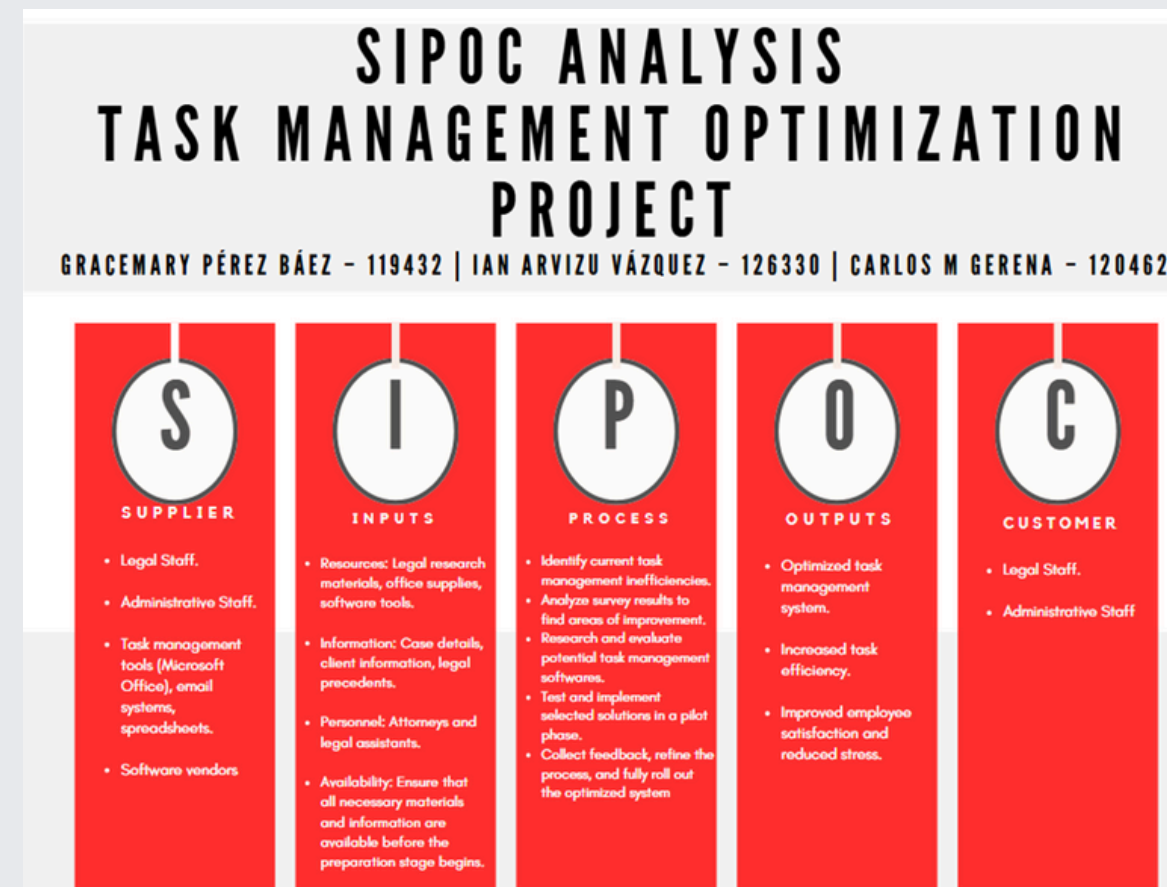


# D

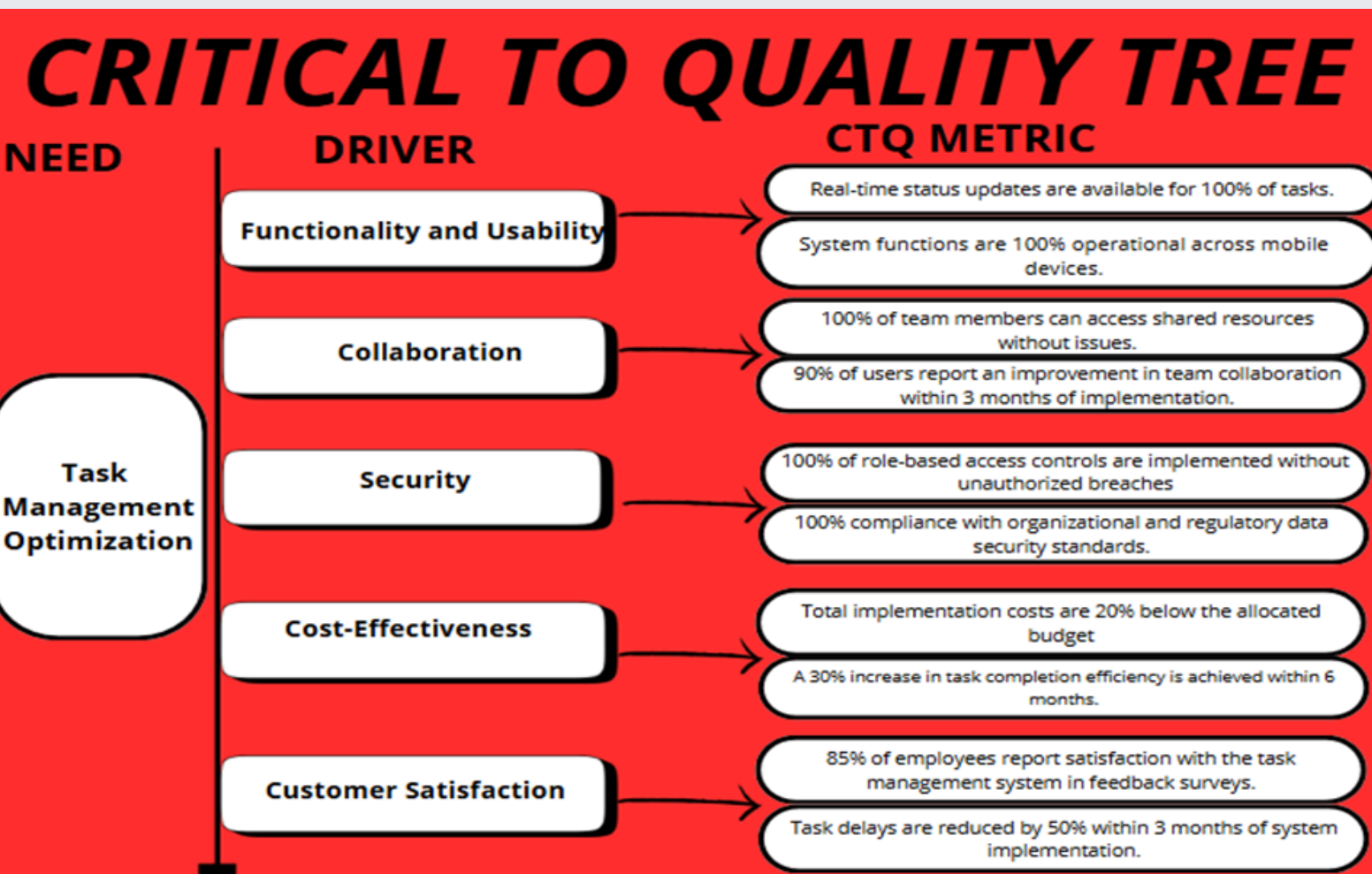
## PROBLEM STATEMENT

The Rivera Fontánez & Brea Falcón Law Office is experiencing significant inefficiencies in task management, leading to delays, disorganization, and bottlenecks that compromise employee productivity and client satisfaction. These challenges hinder the firm's ability to meet legal deadlines and maintain operational efficiency, necessitating a structured, data-driven solution.

## SIPOC



## CRITICAL TO QUALITY



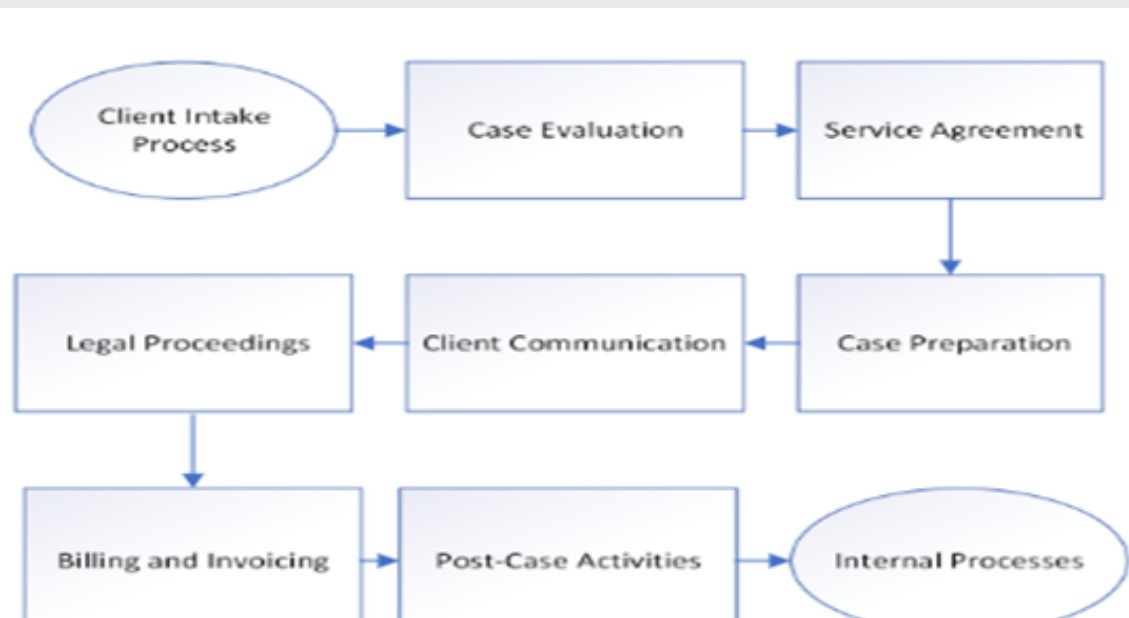
## VOICE OF BUSINESS



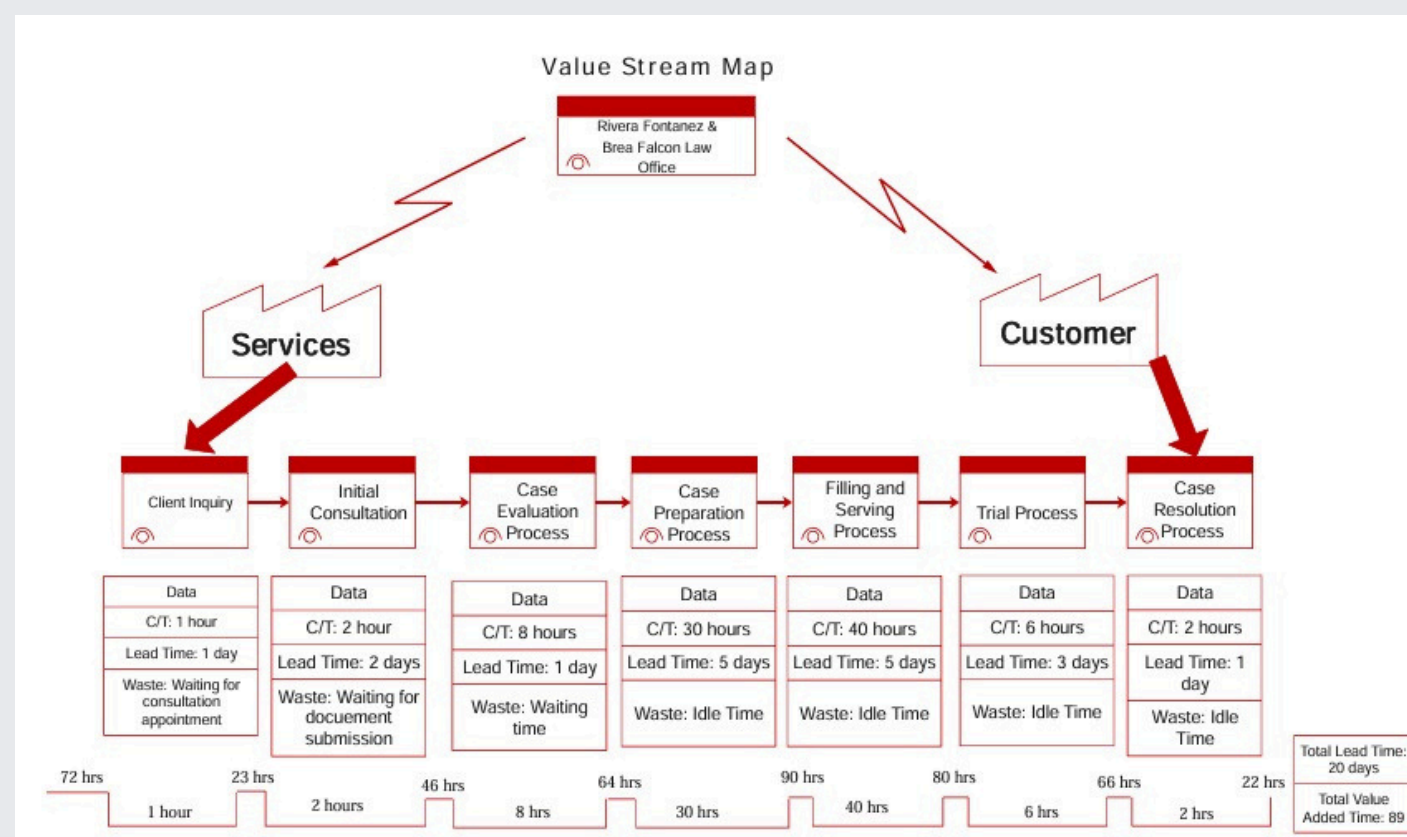
The Rivera Fontánez & Brea Falcón Law Office faces significant inefficiencies in task management, causing delays, disorganization, and workflow bottlenecks that affect employee productivity and client satisfaction.

# M

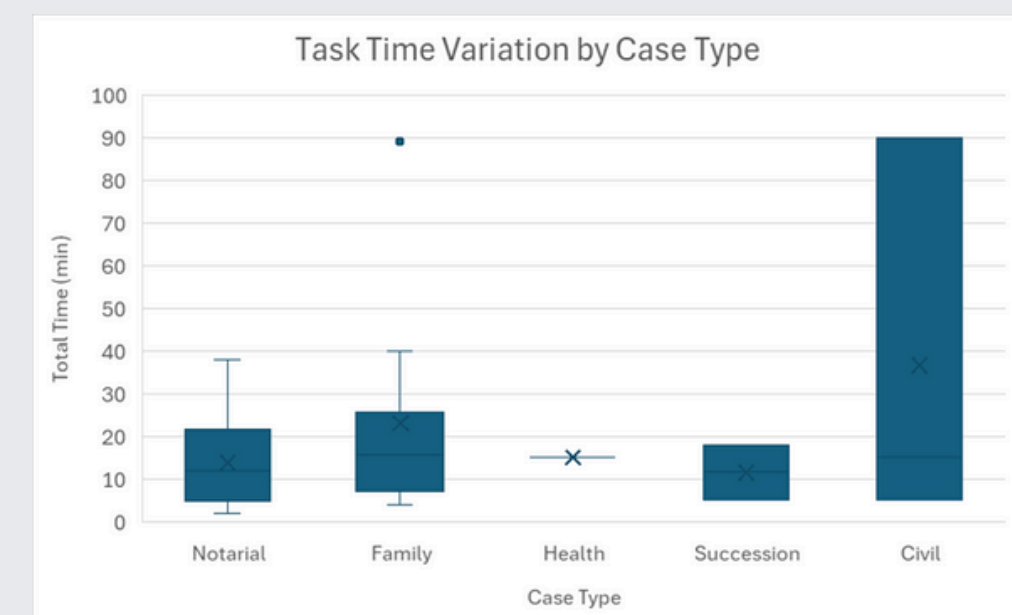
## PROCESS FLOW MAP



## VALUE STREAM MAP

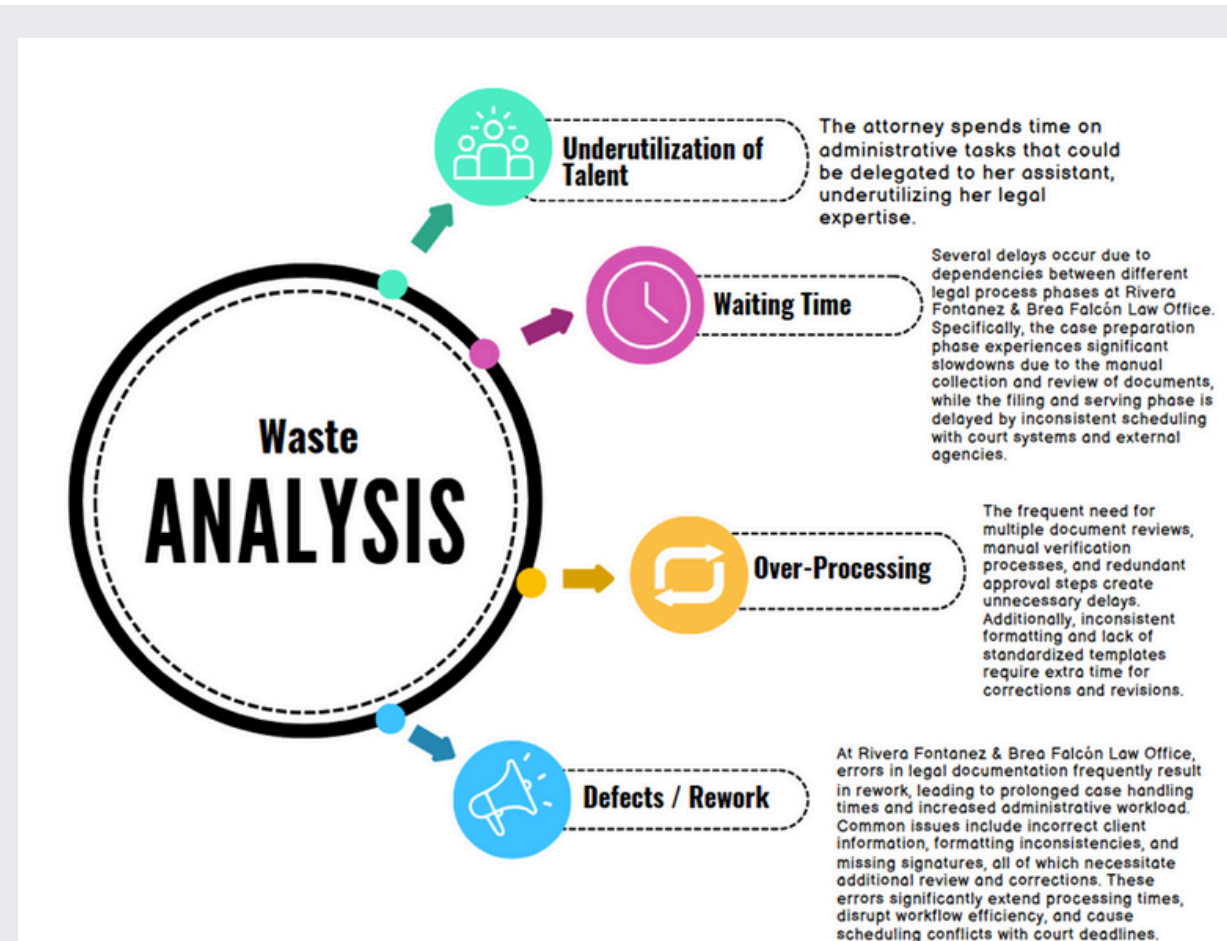


## BOX PLOT



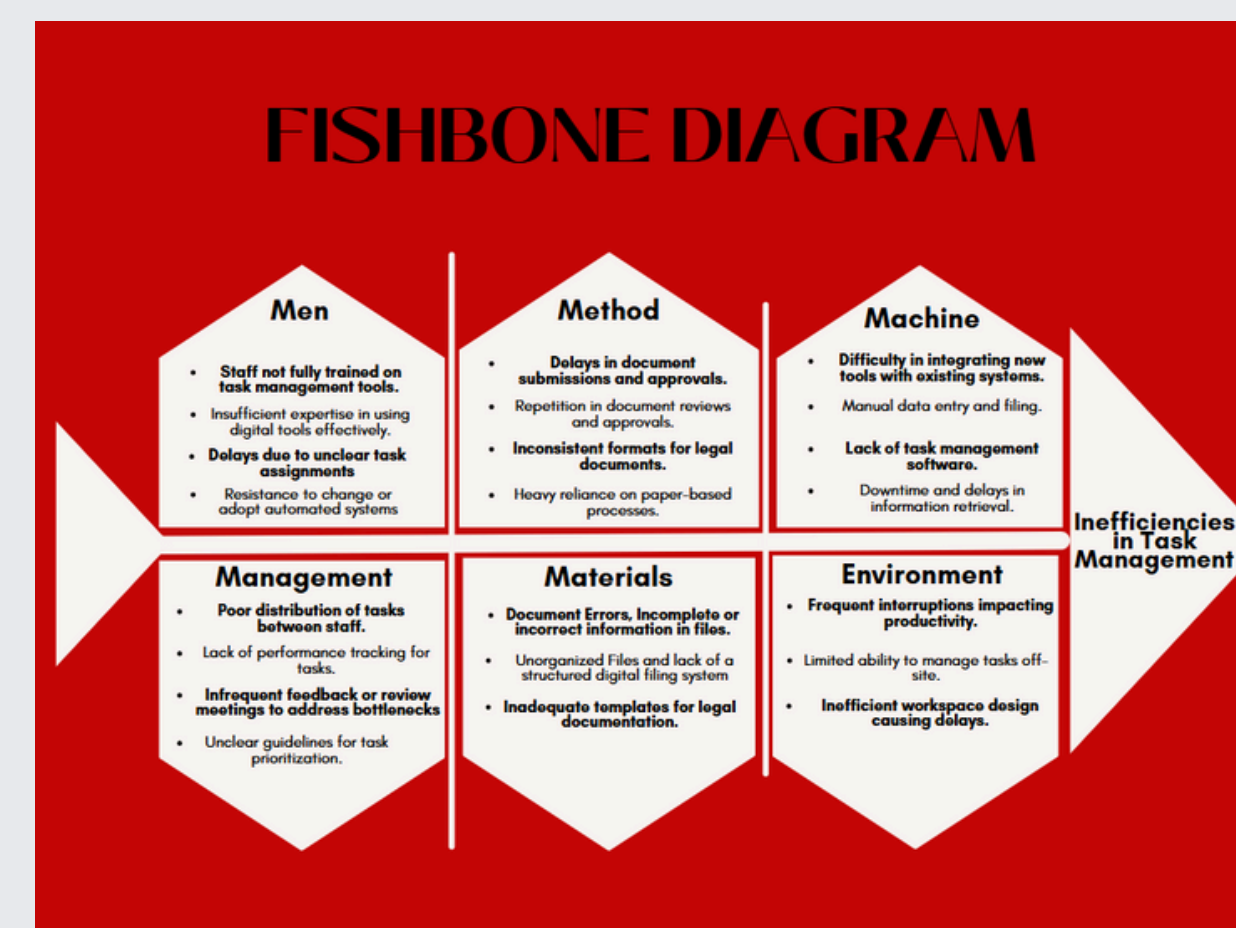
This box plot highlights inefficiencies in task management at Rivera Fontánez & Brea Falcón Law Office by analyzing task completion times across different case types. Civil cases take significantly longer (median ~90 minutes), while Health and Succession cases are resolved the fastest (under 10 minutes). Natural and Family cases show moderate variation, with task times around 25-30 minutes on average. The presence of outliers indicates occasional delays, which may signal workflow bottlenecks affecting overall efficiency.

## WASTE ANALYSIS



# A

## FISHBONE

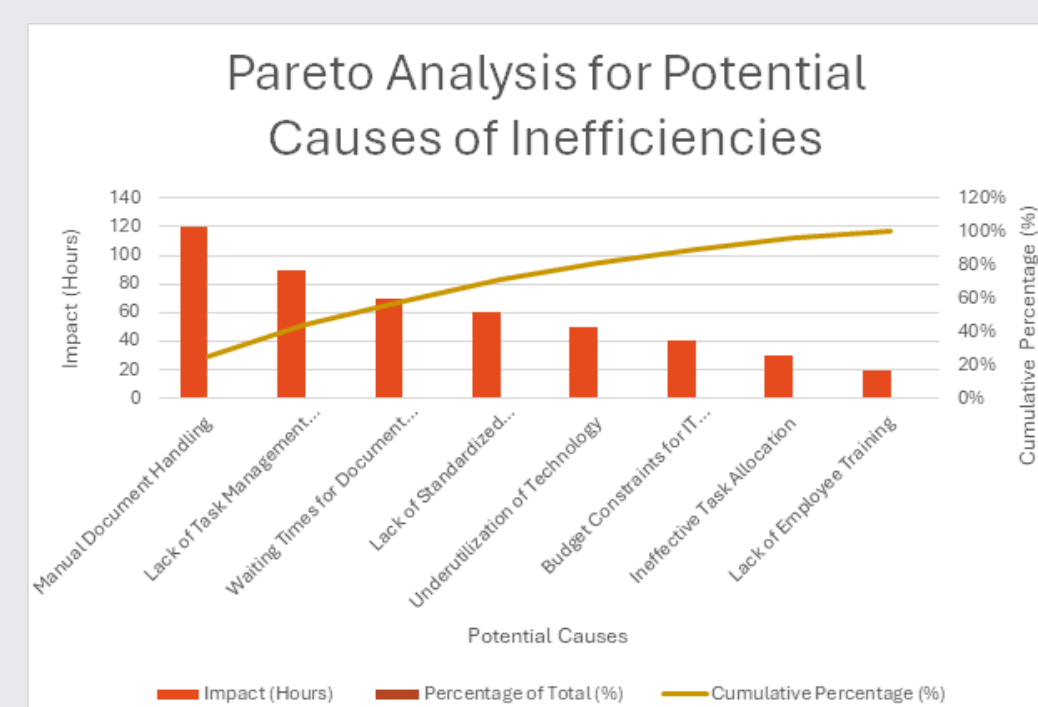


## 5 WHYS



The 5 Whys Analysis reveals that inefficiencies in task management stem from a lack of proper tools and workflows, which is ultimately caused by poor integration and oversight during digital transformation. Employees resist automated systems due to insufficient training and expertise, leading them to prefer manual processes. The root cause identified is a lack of structured implementation, training, and integration of digital tools into task management processes.

## BOX PLOT

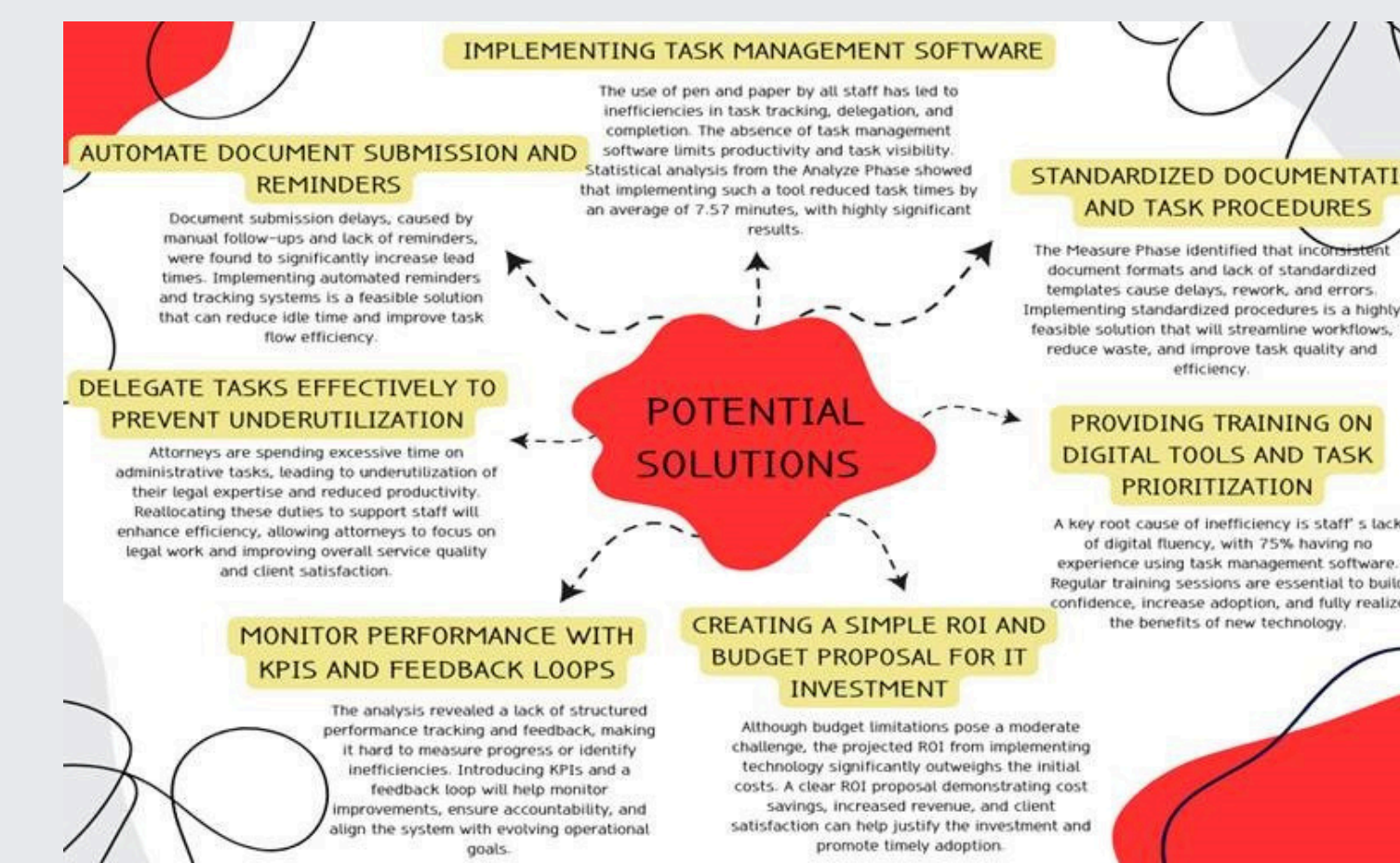


## POTENTIAL CAUSES

Cause	Impact
Manual Document Handling	High
Lack of Task Management Software	High
Waiting Times for Document Submissions	Medium
Lack of Standardized Processes	High
Underutilization of Technology	Medium
Budget Constraints for IT Improvements	Medium
Ineffective Task Allocation	Medium
Lack of Employee Training	Medium

# I

## POTENTIAL SOLUTIONS



his visual presents several potential solutions to address inefficiencies in task management. Key strategies include implementing task management software, automating document submission, and providing standardized documentation and procedures. Additional recommendations focus on staff training, clear ROI proposals, effective task delegation, and monitoring performance through KPIs and feedback loops to ensure smoother workflows and better productivity.

## Evaluation and Prioritization of Solutions

nt	Before Implementation (hrs)	After Implementation (hrs)	Time Saved (hrs)	% Gain	Feasibility (1-5)	Impact (1-5)
t 1	90	55	35	38.89%	4	3
t 2	89	53	36	40.45%	4	4
t 3	90	56	34	37.78%	3	5
t 4	87	49	38	43.68%	5	4

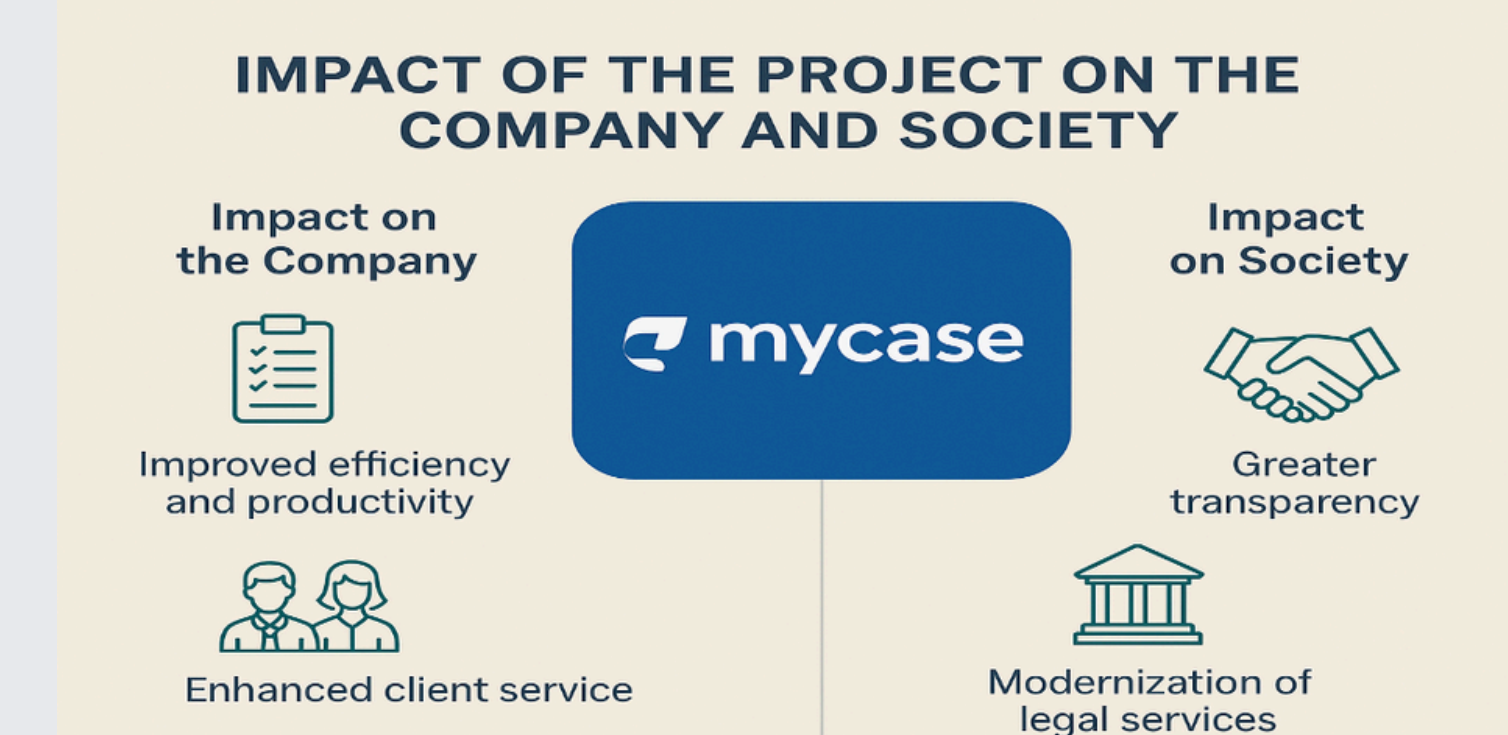
The data strongly supports the effectiveness of implementing OurCase software. All four clients experienced significant time savings, averaging over 35 hours saved and more than 40% improvement in task efficiency. Client 4, in particular, achieved a 43.68% gain and the highest total score of 9, highlighting both high feasibility and impact. These results clearly demonstrate that OurCase drives measurable productivity gains and delivers a strong return on investment.

## IMPLEMENTATION PLAN



# C

## IMPACT OF THE PROJECT ON THE COMPANY



The integration of MyCase into the law firm's workflow will significantly improve operational efficiency and client service. Internally, the firm will experience clearer task delegation, streamlined communication, and faster access to case files and schedules. These changes will reduce the administrative workload and minimize delays, leading to improved time management and higher productivity among employees.

## Sustainable Development Goals



## CONCLUSION

The implementation of Lean tools and task management optimization strategies at Rivera Fontánez & Brea Falcón Law Office has proven to be a significant step toward enhancing operational efficiency. By identifying value-added and non-value-added activities, analyzing root causes of inefficiencies, and prioritizing impactful solutions, the team proposed feasible and sustainable improvements such as digitalization, task delegation, and workflow standardization. These solutions aim to reduce process delays, improve task visibility, and optimize employee productivity without increasing costs. Ultimately, this project demonstrates how industrial engineering methodologies can successfully enhance service delivery in a legal setting.

## ACKNOWLEDGMENT

We would like to express our heartfelt appreciation to Attorney Brea Falcón for the opportunity to collaborate with her law office, and for her continued support and valuable input throughout the project. Her contributions were essential to our understanding of the firm's operations. We also extend our deepest gratitude to Professor Carlos González Miranda, Ph.D., for his ongoing guidance, insightful feedback, and mentorship, all of which were fundamental to the success of this capstone project.

