



## Business Process Improvements

### Experience:

City of Atlanta Department of  
Watershed Management Site  
Development

### Highlights:

Organizational Improvements

File Management

Customer Service  
Improvements



Lemongrass Consulting has experienced professionals and certified planners adept at conducting Business Process Improvements.

Clovia Hamilton leads the Lemongrass team. While serving as a Principal Civil Engineer and Plan Review Coordinator, Clovia helped reorganize the City of Atlanta's Department of Watershed Management's Site Development Office.

Clovia restructured the plan review process to better track plans, reduce lost plans, and reduce plan review time.

