

Fictitious Example Project

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| Idea Description | The process I would like to examine involves replacement requests for broken office items. |
| Benefiting department | The Office of Broken Items |
| Problem Statement | The request process takes too long (currently some take more than 3 months) and our customers are unhappy. We cannot keep up with the current demand from our internal customers who need their broken items replaced. |
| Timeline | This process can be analyzed using current reporting (we have a running excel document), and I anticipate a change could be implemented quickly (within a few weeks). Most item requests currently take between 1 and 7.5 weeks. |
| Project complexities | There are several department "customers" and a wide array of items which need to be replaced. We may consider narrowing the scope to review either the department with the most requests, or the department which has had the most verbal feedback. |
| Metrics and Data | Replacement requests currently are tracked through our ticketing system, which is used to create and close requests for broken items. We can view times and dates of the process at various stages. What this doesn't currently capture is a category and final cost. I have been working with my team in preparation for my project, so we can begin to capture these data elements. There may be a pattern we have not yet identified. |
| Interest Statement | I am super interested in all things Continuous Improvement! Lean Six Sigma was a new idea in my previous employment, so there were not opportunities like this. I have been doing research on my own and I believe this class will help my department improve our customer satisfaction and turnaround time. |
| Experience Statement | I have worked with other departments to identify issues and we have attempted to find potential improvements. I completed Yellow Belt training last year and have since applied some of those skills when approaching minor issues. As stated previously, I was lightly introduced to LSS with my previous employer. We helped create a process map and I provided some data on my process at the time. |
| Strengths Statement | I am always finding new ideas and testing theories. I have always been a "tinkerer" in that I am interested in how things function. These "strengths" questions are always difficult to answer because I am generally modest. I recently completed an assessment which places my strengths as: Individualization, Ideation, and Strategic. |
| Professional Development Statement | I have an interest in project management, so I hope this class will also teach me more about leading teams and projects. I have been a team lead in my department for 2 years and I believe that these tools will help me prepare to move into a formal project management role, or in a leadership position. |
| What is your VC area? | CFO |
| What is your payroll title? | Team Lead, Office of Broken Items |
| What is your work title, if different from your payroll title? | Div Lead II, Office of Broken Items |
| Length of service at UC | Greater than 1 year |
| Partners | I will be working with James Smith, and he will be submitting his project application separately. |
| Authorization | Yes |
| Competency Statement | Yes |

Resume/CV

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| | Name |
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Have you applied for a scholarship with OSI in the past? Yes

Have you received a scholarship from OSI in the past? No