**6 Sigma Project Charter**

**Date:** April 13, 2011

**Project Name:** Food Service Accounting Processes

**Deployment Champion:** Dr. Vicky Stewart

**Project Sponsor:** Bruce Budde  
**Process Owner:** Ed Babcock

**Black/Green Belt:** Jennifer Roberts  
**FREP:** Kim Malcolm

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**Opportunity (Purpose or Primary Reason for Project):**

- ICC has developed manual processing of food services accounting reporting because of staff needs over the years.
- There are 5 reports generated by food services manually and 5 reports system generated. All 10 reports have manual staff work completed after they are created.
- Data accuracy is sometimes compromised and additional staff time may be required to resolve the concern.
- Food service manager is completing credit card processing verification manually each month.

**Business Case (Budget Information):**

- Current accounting and reporting processes are duplicative and require 126.5 total hours a month of manual staff time. This number does not include manual staff time completed by the financial operations coordinator.
  - Accounting specialist staff time is about 7 hours a month (5 hours monthly for data entry typing, 2 hours month to process month end including posting the journal).
  - Food services total manual time equals about 119.5 hours a month. FS administrative assistant manual time is estimated at 110 hours a month (catering is 25 hours weekly and employee meal count reporting is 15 minutes weekly). The food services manager manual time is estimated at 9.5 hours monthly (data entry typing is 4 hours monthly, month end processing is 3.5 hours monthly, cougar buck processing 30 minutes monthly, credit card comparison 1.5 hours monthly).
- Additional staff time cost is estimated at $22,770 per year.
- Reduction in manual staff work and improvements may offer better controls in place to meet auditing standards.

**Goal (Expected Outcomes, Deliverables, and/or Results):**

- Review current processes to identify opportunities to increase accuracy and reduce manual work.
- Determine if data needs can be met with different or fewer reports.

**Scope (Constraints, Boundaries, and/or Key Risks):**

- This project would include reviewing the 10 reports (5 non Horizon and 5 Horizon). See process map for the 10 reports.
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Timeline (Define, Measure, Analyze, Improve, and Control):

- The team would review the process and reporting with the goal of some changes completed by July 1, 2011. The remaining changes would be identified no later than August 31, 2011 with implementation depending on system and accounting requirements.

Primary Measures:

- Staff time to process manual work and dollars saved in staff time.

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns):

Supporting Data & Process Map(s):

- High level overall food services and cashier shift report map.