6 Sigma Project Charter

Date: January 9, 2006

Project Name: Completion Process for Employee Authorization Forms

Deployment Champions: Dr. Vicky Stewart and Ellen George

Project Sponsor: Melanie Riley

Process Owner: Leigh Durdle

Green Belt: Aimee Cook  
FREP: Michelle Carter

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<thead>
<tr>
<th>Role</th>
<th>Title</th>
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<tbody>
<tr>
<td>Leigh Durdle</td>
<td>Associate Dean</td>
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<tr>
<td>Payroll Specialist</td>
<td>Hiring Manager</td>
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<tr>
<td>Accounting Representative</td>
<td>Administrative Assistant</td>
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Opportunity (Purpose or Primary Reason for Project): Improve authorization completion process to increase accuracy of information submitted, improve tracking of form, and reduce entry time so services to employees such as system logins, pay records, etc. can be established and rendered more quickly.

Business Case (Budget Information): Reduce staff time costs to track location of authorization; reduce staff time costs for resubmitting “lost” forms or incomplete forms; Improve costs associated with any payroll corrections caused by incomplete or inaccurate information on the form.

Goal (Expected Outcomes, Deliverables, and/or Results): To create a system which is able to track location of authorization forms at any stage of the process; to create a system which requires managers to complete the information completely and accurately before receipt in the Human Resources Department; to improve the time it takes for employee services to be available to the respective employee. The outcomes include: enhancing employee satisfaction with being able to access system information more quickly; simplifying and clarifying the process so users of authorization forms are more knowledgeable and capable of completing them in a timely manner; and reducing the number of times a form is “lost” or has to be tracked down or reproduced.

Scope (Constraints, Boundaries, and/or Key Risks): The process begins when a manager needs to notify Human Resources of any change in an existing employee’s status or when a new hire is recommended and it ends when the authorization information is able to be entered and processed in PeopleSoft.

Timeline (Define, Measure, Analyze, Improve, and Control):
Define: February 2006
Measure: March 2006
Analyze: April 2006
Improve: April 2006
Control: May 2006

Primary Measures:
- Number of “lost” authorizations
- Number of times forms need to be returned to initiator or corrected before entry
- Turnaround time from authorization being completed to the time it is entered in PeopleSoft
- Complaint data (the number of times an employee is not able to access their computer services, etc. upon hire.

Other (Additional Resources Needed, Critical Considerations, and/or Initial Concerns): None