6 Sigma Project Charter

Date: September 1, 2009

Project: Evaluation and Improvement of Corporate and Community Education Enterprise/Work Systems

Deployment Champion: Dr. Vicky Stewart

Project Sponsor: Dr. Vicky Stewart

Process Owner: Ellen George

Black Belt: Corey Lyons

FREP: Ed Babcock

Charter Author: Corey Lyons

<table>
<thead>
<tr>
<th>Team Members</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Kaysie Brooks</td>
<td>Todd Irions</td>
</tr>
<tr>
<td>Melissa Dusseau</td>
<td>Brenda Lovingood</td>
</tr>
<tr>
<td>Ellen George</td>
<td>Kim Malcolm</td>
</tr>
<tr>
<td>Brad Finley</td>
<td>Frank Thomas</td>
</tr>
</tbody>
</table>

Opportunity (Purpose or Primary Reason for Project):

Corporate and Community Education’s scheduling, registration and billing processes are not working effectively. The current PeopleSoft implementation and program web sites do not meet the needs of the Corporate and Community Ed Staff and its customers:

- The current PeopleSoft system is designed for traditional semester class arrangements and not short duration classes and workshops.
- Customer application and registration information is entered and moved manually between multiple independent systems. This increases the opportunities for data entry errors and makes required reporting of financial and registration information extremely difficult.
- Online registrations require staff to manually enter registration information into PeopleSoft and to process payments manually while customers currently receive delayed paper confirmations.
- The web site and current scheduling processes do not interface with PeopleSoft directly which creates additional manual processes for staff.
- PeopleSoft does not meet the needs for various billing arrangements (i.e. corporate billing).
- The numerous manual processes combined with the use of various independent systems increases the opportunities for data entry errors and makes required reporting of financial and registration information extremely difficult.

Business Case (Budget Information):

- Become PCI Compliant and reduce the risk of fraud.
- Modify/simply Corporate and Community Education Processes as possible to improve efficiencies and reduce data entry errors.
- Better serve Corporate and Community Education customers (and turn them into return customers.)

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

- Map key processes for Corporate and Community Education.
- Identify and develop needs and requirements for an enterprise software system (which incorporates integration with PeopleSoft, online registration, and credit card processing).
- Make recommendations to select software systems and revise processes to better address the needs of Corporate and Community Education and its customers.
Scope (Constraints, Boundaries, and/or Key Risks):

- The team will focus on the selection of a software system (PeopleSoft or alternative) that meets the needs of Corporate and Community Education.
- The team will begin by identifying the needs and requirements of C&CE programs and their customers while satisfying the need to connect to existing enterprise systems.

Timeline (Define, Measure, Analyze, Improve, and Control):

- The team will begin in mid-October and complete the process by the end of March 2010.

Primary Measures:

- FTE staff requirements for processes.
- Customer satisfaction (some measures yet need to be developed.)