6 Sigma Project Charter

Date: November 18, 2010

Project Name: Room Data Source

Deployment Champion: Dr. Vicky Stewart

Project Sponsor: Bruce Budde / Dr. William Tammone

Process Owner: Mike Garcia

Green Belt: Mike Garcia

FREP: Pat Schmillen

Charter Authors: Mike Garcia, Alaina Smith, Pat Schmillen

<table>
<thead>
<tr>
<th>Troy Hattermann, Facilities Planning &amp; Design</th>
<th>Jean McAdams, Academic Scheduling</th>
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<tbody>
<tr>
<td>Jennifer Davis, Purchasing</td>
<td>Susan Wheeler, Technology Services</td>
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<td>Evelyn Berry, Technology Services</td>
<td>Alaina Smith, iSpace System Admin</td>
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<td></td>
<td>Brad Finley, Aimee Cook as Resources</td>
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Opportunity (Purpose or Primary Reason for Project): Room data is currently stored in multiple locations (see chart in data section) as it is needed by different departments/users for different reasons.

1. The college lacks a central location to house room information. Some departments or users of room data maintain their own ‘source,’ creating multiple sources which are not consistent.
2. There is not an identified ‘owner’ of room data to ensure it is accurate and accessible to those who need to use it.
3. Multiple departments are involved in room changes, but not all data sources are updated when changes occur.
4. Lack of complete and reliable room data and update processes causes staff to spend extra time manually checking rooms prior to scheduling for events or to complete audits.

Business Case (Budget Information):

1. In preparation for the launch of Schedule 25, it is vital that the college have a reliable source for all room data to aid in scheduling classes, etc.
2. Maintenance of multiple room data sources takes extra staff time.
3. Conducting manual checks prior to event scheduling and for audit purposes takes extra staff time.

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

1. A single source or linked sources for room data that meets the needs of everyone involved in scheduling (Value – to save staff time)
2. An assigned process owner to ensure the information source is accurate and up-to-date (Service)
3. Mechanisms for users to pull needed information (Value and Service)
4. A process to update room data (Service)

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

The project will include a needs assessment of departments and users of room data information (AV, facilities, purchasing, IR, academic scheduling and events) and will encompass all classrooms and meeting rooms (rooms marked for ‘scheduling’ in iSpace) on all ICC campuses. The project will not include room data for offices and non-scheduled space.
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Timeline (Define, Measure, Analyze, Improve, and Control):
Define: To validate and understand the current stakeholders and process (1 week)
Measure: To identify needs of all stakeholders who need to access, use or update room data (2 weeks)
Analyze: Use data to determine root causes that impact ability to achieve goals (1 week)
Improve: To identify improvements that enable team to achieve goals stated above (2 weeks)

Total Duration 6 weeks – January – February, 2011

Primary Measures:
1. Accuracy of room data (team needs to think about how we would know this)
2. Others?

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

Supporting Data & Process Map(s):
User Needs Chart
Data Sources and Linkages Map

<table>
<thead>
<tr>
<th>Department or User</th>
<th>How Room Data is Used</th>
<th>Source of Data</th>
<th>Specific Data Fields Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>AV/Technology Services</td>
<td>To track where and what kinds of technology are in instructional and meeting spaces</td>
<td>Excel spreadsheet maintained by AV</td>
<td>Room type (AV definitions), technology, room location</td>
</tr>
<tr>
<td>Purchasing</td>
<td>To review furniture in a space</td>
<td>iSpace</td>
<td>Capacity, Equipment and Furniture</td>
</tr>
<tr>
<td>Facilities</td>
<td>For state reporting purposes related to credit hours in instructional spaces</td>
<td>Excel spreadsheet maintained by Facilities</td>
<td>Not known</td>
</tr>
<tr>
<td>Marketing</td>
<td>For event scheduling and campus calendar</td>
<td>iSpace</td>
<td>Room location, capacity, equipment and furniture</td>
</tr>
<tr>
<td>Instructional Services</td>
<td>For class scheduling</td>
<td>iSpace and PS?</td>
<td>Room location, capacity, partition (dept), equipment and furniture</td>
</tr>
<tr>
<td>Six Sigma Space Utilization Assessment</td>
<td>To analyze room utilization</td>
<td>Access database (linked to PS) and maintained by Six Sigma</td>
<td>Room type (team definitions), capacity, enrollments</td>
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