

## Lean Project Charter

<b>Product/Service Impacted</b>	<b>Mail Intake and Delivery</b>	<b>Team Leader</b>	<b>Kamaljit Jackson and Bane Thomey</b>
<b>Business Unit</b>	<b>Business Office, Academic Affairs, IT, Marketing, President's Office, Facilities, Student Success</b>	<b>Phone Number for Team Leader</b>	<b>262-564-3614 262-564-3088</b>
<b>Champion</b>	<b>Jeff Robshaw and Stacy Riley</b>	<b>Email for Team Leader</b>	<b><a href="mailto:jacksonk@gtc.edu">jacksonk@gtc.edu</a> <a href="mailto:thomeyb@gtc.edu">thomeyb@gtc.edu</a></b>

Element	Description	Specifications				
<b>1. Process</b>	Intake of mail and delivery throughout each of the district-wide drop off locations including all US, Interoffice, FEDEX, UPS and Shipping and Receiving elements					
<b>2. Project Description</b>	Timely delivery of mail and routing of mail to appropriately addressed parties					
<b>3. Objective</b>	Cycle time of mail delivery will improve – will complete a “walking the process” for the current state capturing the cycle time for delivery and sorting; metrics will be computed by experimental mail delivery of USPS and Interoffice mail	<b>Metrics</b>	<b>Current</b>	<b>GOAL</b>	<b>% Improve.</b>	<b>Units</b>
		Metric 1				
		Metric 2				
		Metric 3				
<b>4. Process Scope</b>	We will look at the intake, sorting and delivery of the mail process. The first step in the process is to meet with the delivery team to document their current state process and then move along to the sorting group for each respective campus. We will complete a focus group along with an institutional wide survey documenting the VOC (voice of the customer). An experiment of mail delivery of USPS and interoffice items will be conducted to track time delivery metrics to create our baseline and ultimately securing a future-state mail delivery model					

<b>5. Business Case</b>	<p>Creating a future-state for mail delivery that is timely with a process that is standardized and cost effective. Student paperwork is affected with untimely delivery along with items not arriving at destination or arriving untimely ultimately causing frustration among all internal and external clients. Without a standardized process, individuals are deviating from the process currently in place to ensure their items are delivered and delivered in a timely fashion. This unfortunately leads to non-valued added activity and disruption to their value-added activity. Additionally, use of custodians to conduct mail delivery thus taking them away from their critically assigned duties.</p>	
<b>6. Benefit to Internal and External Customers</b>	<p>All stakeholders will benefit from this project by (1) having the future-state be more standardized allowing for consistency throughout the campuses (2) alleviate the guessing game when mail will be arriving or being delivered (3) alleviate the non-value added activity (4) increase customer satisfaction and confidence with the future-state model (5) cost benefit to entire organization as process would eliminate waste for non-value added activities/use of appropriate individuals to delivery/sort mail</p>	
<b>7. Team members</b>	Names and roles of team members.	<p>Kamaljit K. Jackson, LSS Project Team Co-lead  Bane Thomey, LSS Project Team Co-lead  Stacy Riley, LSS Project Team Member  Jeff Robshaw, LSS Project Team Member</p>
<b>8. Schedule</b>	Project Start	5/21/13
	Project Charter Approved	7/9/13
	Current State Value Stream Map	7/9/13
	Future State Value Stream Map	7/26/13
	Project Completion	8/13/13
<b>9. Support Required</b>	Mail delivery personnel, each respective campus lead for mail delivery/sort, facilities	