

Project Charter

Product/Service Impacted	Room scheduling	Team Leader	Ericka Bernhardt
Business Unit	Academic Affairs	Phone Number for Team Leader	262-564-2684
Champion	KC Jackson	Email for Team Leader	bernhardtte@gtc.edu

Element	Description	Specifications				
1. Process	To look at the processes of scheduling / assigning/ requesting classrooms, meeting locations and looking at specific classroom needs to ensure the necessary equipment and/or resources are or can be available for said classes / meetings					
2. Project Description	Successfully meeting the needs and requests of internal and external customers by providing the appropriate class room / meeting room resources.					
3. Objective	To make process of scheduling classrooms /meeting rooms more effective and accurate to improve the quality of output.	Metrics	Current	GOAL	% Improve.	Units
		Metric 1				
		Metric 2				
		Metric 3				
4. Process Scope	<ul style="list-style-type: none"> • Requesting • Assigning • Scheduling • Communicating • Supplemental information 					

<p>5. Business Case</p>	<ul style="list-style-type: none"> - Class room / meeting room scheduling to have a reduction of touches, better communication and change in practice of employees moving information downstream in the room scheduling process. - Use time measurement to understand the room scheduling process from beginning to end. - Establish an understanding of everyone's role in the value stream - Explore the whole room scheduling process by everyone involved in the room scheduling process - Gain an appreciation of what happens "upstream" in relation to "downstream" activities - Create a single point of contact and a standardized process that will lead to improved output. 	
<p>6. Benefit to Internal and External Customers</p>	<p>All stakeholders will benefit from this project by (1) having the future-state be more standardized allowing for consistency throughout the campuses (2) remove the frustration of scheduling rooms and not getting what was requested. (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 schedule class rooms / meeting rooms</p>	

7. Team members	Ericka Bernhardt – Project Team Lead Dan Madson – Project Team Memeber Sam Duzak - R Project Team Memeber	
8. Schedule	Project Start – November 25, 2013	
	Project Charter	
	Current State Value Stream Map	
	Future State Value Stream Map	
	Project Completion	
9. Support Required	Teresa LaMacchia Bonnie Weis Cyndean Jennings Each respective center lead who is responsible for room scheduling	