

Lean Update

9-15-2008

The following is a quarterly update on Lean projects throughout the district. If you know of an area or process that could benefit from applying process improvement tools and techniques please contact the Lean department at x-7011 or e-mail Bonnie at blslykhuis@dmacc.edu

Student Support Services (Urban)

In February and March of this year SSS used lean to assess their intake process for students entering their grant funded program. As a result they department has:

- **Revised** their old **application process** to:
 - eliminate redundant information on multiple forms,
 - made more user friendly
 - eliminated non-essential information
- **Improved** the way they schedule **student appointments**
 - reducing waiting time
 - increasing the efficiency of getting students through the “intake” process.
- Reduced the number of students who have not completed the enrollment process
- **Clarified the steps** for taking a student through the “intake” process and made them more understandable for all staff as well as students.
- Developed and installed clear and **written procedures** that everyone in the department follows.

According Student Support Services Coordinator, Verl Long, “[Communication has improved between staff because processes are better understood. Communication is better with students because we have one point of contact for large emailing, we’ve gone to solely doing electronic newsletters, our pamphlet was better organized, and our website was updated.](#)”

Admissions

Since implementing their initial improvements from their lean project the Admissions Department in August began providing students with the option of selecting communications through e-mail. As of September 9th, **74% of Admissions letters are being e-mailed** to students which has **saved \$3,275 in mailing costs** since August 1st.

Admissions processed over 24,000 applications in 2007. District wide, our admissions specialists have averaged over **50% reduction in application processing time from 1-year ago.**

Urban Student Life

This spring the department took great strides towards implementing improvements initially identified in their Lean project with Counselors and Advisors. The project has since expanded to involve all of Student Life at Urban. They have **implemented the following to improve student traffic flow, navigation and service to students:**

- installed lane markers
- added a floating triage advisor
- installed/updated internal signage
- installed outdoor signage identifying what services each building contains

According to Assistant Provost, Anne Howsare, “The fall term went incredibly smoothly due to the Urban Staff and Faculty assisting students in various capacities to make Urban an incredibly welcoming environment. Projects are still in the works and Urban Student Life plans to implement formal tracking systems to monitor student usage of the services by the end of September.”

HR Payroll

This past spring the Payroll department and Time Keepers from across the district participated in a lean training event that analyzed the current payroll process. Through their analysis the group identified several significant opportunities to **improve efficiency, reduce errors and greatly reduce the cost** to the College of getting people paid. Their findings included, (but were not limited to):

- Excessive numbers of paper timesheets submitted
- Many errors found in web timesheets which take hours of correspondence to correct
- Too many late timesheets

As a result of their findings they are working:

- to move the college to **100% Web Time Entry** by Oct. 1st
- with approvers to **reduce** the number of **errors** received
- to make Web Time Entry (WTE) more user friendly
- to **provide immediate error notification** feedback to employees on WTE
- **improve** and simplify the **EPAF (electronic PAN) process**

5S Training



In August Susan Mitchell volunteered to participate in a 5S (workplace organization) pilot project. The focus of the project was to help Susan organize her workspace by:

- getting rid of things she didn't need or use
- identifying the best location and organization for what remained
- applying lean tools and techniques to improve workflow and time management skills

During the 3 half days of the project Susan was able to:

- Recycled -11 ft. of paper from files
- Shredded -2 ft. of confidential paper
- Discarded -4.5 feet of trash
- **Red Tagged**
 - o 130 hanging files
 - o 30 books
 - o 18 pen/pencils
 - o 9 binders
 - o 5 canvas bags
 - o 3 staple removers
 - o 2 metal desk trays
 - o 1 filing cabinet
 - o 1 chair

5S Training

If you're interested in improving your workspace, **register today** for one of the following 3 day hands-on sessions. Contact Bonnie Slykhuis at bslykhuis@dmacc.edu or x-7011 to register.

Urban Campus: *(must attend all 3)*

Monday, November 3	1:00 pm-4:00 pm	<i>Location to be decided</i>
Monday, November 10	1:00 pm-4:00 pm	<i>Location to be decided</i>
Monday, November 17	1:00 pm-3:00 pm	<i>Location to be decided</i>

Ankeny Campus: *(must attend all 3)*

Wednesday, November 19	8:00-11:00 am	Bldg 7-Maple
Wednesday, November 26	8:00-11:00 am	Bldg 7-Maple
Wednesday, December 3	8:00-10:00 am	Bldg 7-Maple

**TI Units Available.

DID YOU KNOW?

That Lean is a part of DMACC's Academic Quality Improvement Program (AQIP) whose focus is on quality improvements throughout the college.

Look for more information about our AQIP efforts in the coming months.