

## **Project: Increase the On-time Completion Rate of the Design Team's projects.**

**Description:** Currently, projects are not consistently being completed on-time. For the 2007 – 2008 school year, the Team has realized a 40% success rate on completed projects, with other pending projects behind schedule. A performance improvement team has been established to investigate the problem.

**Team Members:** Champion: Frances Harrison

1. Team Leader: Ray Burgos
2. Tawania Thigpen
3. Virginia Rogers
4. Lucy Kimundi
5. Jim Bolt
6. Steve Thackston

**Results:** The Team performed an internal assessment of all completed and pending projects to date. A summary of this information and a SIPOC highlighted several opportunities to improve the projects' Completion Rates.

**Process Improvements:** The Team is in the process of implementing the following proposals:

1. Improve communication with clients throughout the entire project.
2. Emphasize mutual accountability for project's success.
3. Determine project duration for each project; eliminating the 6 – 8 week standard.
4. Distribute a procedure to potential clients, outlining the expectations of the Team and clients.
5. Install project management software that will enable the entire creative team to access and report at any given time project progress and status
6. Establish online surveys in order to monitor client concerns and feedback.

**Status:** Changes will be implemented December 1st and follow-up data will be collected and reported at a later meeting.