

## **Project:** Improve Internal Processing Time of Book Adoptions for the Textbook Department-KSU Bookstore

**Description:** Currently, the time to process Book Adoptions in the Textbook Department is 24.92 days. The rate of adoptions submitted to the Bookstore by the deadline date was 4 percent. A team in the area was formed to address both the processing time and the on time adoption submission rate.

**Team Members:** Champion: Jamie Burns

1. Team Leader: Darrin Williams
2. Casey Robinson
3. Corey Reed
4. Kimberly Holland
5. Joey Traywick

**Results:** Baseline data was collected on both internal processing time and, adoptions submitted by the deadline date. A process flow diagram indicated several improvement opportunities.

**Process Improvements:** The team developed the following process improvements:

- \*1. Divided Total Number of KSU Academic Departments into two equal groups, and also divided publishers into two equal groups.
2. Assigned a specific Textbook Staff Member to a specific set of academic departments, and publishers.
3. Implemented and trained appropriate academic support staff on an online textbook adoption system.
4. Identified potential problems that could be encountered once a book adoption has been submitted- (old edition, packages, access codes-needed or not) and developed a standard set of protocols to follow in resolving issues.
5. Identified staff members in the Textbook Department that would fill in for staff members who are absent from work for any reason, and to serve as backup if the volume of work became too great for the two primary employees performing this function.

**Status:** Implemented improvements reduced processing time to 2.55 days and increased on time adoption submissions to 27 percent.