

SIX SIGMA TRAINING NEW HIRES PROJECT

Project: Provide new hires with full access to campus services, information and resources on their first day of work at KSU.

Description: To be successful at KSU, new hires must have access to many applications, resources and services: parking, keyed access to facilities, email, productivity tools, ERP systems like Banner and PeopleSoft and WebCT VISTA. Access to these services and tools is managed by different departments, each in turn governed by unique policies and procedures regarding access management. Rapid growth has severely over-taxed the associated complex processes and thwarted timely, coordinated response to access requests. Access setup time for the 1500 new hires processed in FY07 varied to extremes: 20 per semester did not process within the minimum process time of 48 hours. Customer satisfaction for these 60 new employees was very low. A cross-functional team was formed to address both the unacceptable setup time and customer satisfaction (Y variables).

Team Members: Champion: Lorraine Starks-Gamble

1. Team Leader: Martha Roth
2. Dana Carter & Leesa Hay (Academic Affairs)
3. Anita Sales & Amy Phillips (Human Resources)
4. Christine Coronado (Information Technology Services)
5. Chris Ward (Web Master)

Results:

Baseline data could not be collected unless we postponed action for another semester. A process flow diagram indicated several improvement opportunities. A C&E Diagram was prepared to highlight which issues to address.

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Process Improvements: The team developed the following process improvements:

- *1. Created a single point of contact (Help Desk)
2. Shifted responsibility to New Hire for
 - a. verifying the access process had started
 - b. furnishing contact info to Hiring Departments
 - c. completing HR orientation
 - d. developing familiarity with online resources
3. Developed a website for New Hires and Hiring Departments.
4. Trained Hiring Coordinators
5. Communication

Status: Implemented improvements reduced New Hire problems to 3.14 Sigma and instances of unacceptable setup time to zero.

The New Hires Project gained recognition as a finalist in two categories for the Annual Chancellor's Customer Service Recognition initiative.