

Project Planning Communication

Kick-off Date: 02/13/19—Completion Date: 08/13/19

UTHSC Project Planning Communication

DEFINE MEASURE ANALYZE IMPROVE CONTROL

Project Charter

Charter Element	Description
Background & Purpose	During the Lean UTHSC Vendor Controls project, Pain Points were identified that resulted in this new project, which focuses on improving communication in the early planning stages of a facilities-driven project. After voting, the number 1 issue the team identified was that Pre-project meetings do not consistently occur. Ultimately, this new project ties into the Vendor Control project in that the Team believes that improved planning and communication will improve our overall vendor relationships, controls, timelines, costs, and more. This project also ties into how Archibus will be used to better support facilities driven projects, using Work Orders and Work Requests.
Mission Statement	To develop a communication process for new projects.

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Voice of the Customer

Cross-Functional Project Team

- Representatives from:
 - Facilities Crafts
 - Facilities Business Office
 - ITS Instructional Technology
 - ITS Network & Telecom Services
 - ITS Business Office
- Primary customers for project are the crafts.
- Secondary customer is Requestor.
- Brainstorming and collaboration helped to identify pain points and areas of "waste" in the process.
- Identified opportunities and recommendations for process improvements.



Identified critical opportunity: Improve Project Communication

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Improvement Plan - Phases

Phase I: Pre-Project Meeting

- Pilot starting on August 1, 2019
- Pilot will run for 6 months
- Follow-up Customer Satisfaction Survey will be sent to all requestors of projects that participate in the pilot

Phase II: Add Input Form

- Implement by February 1, 2020
- database to provide project tracking & reporting

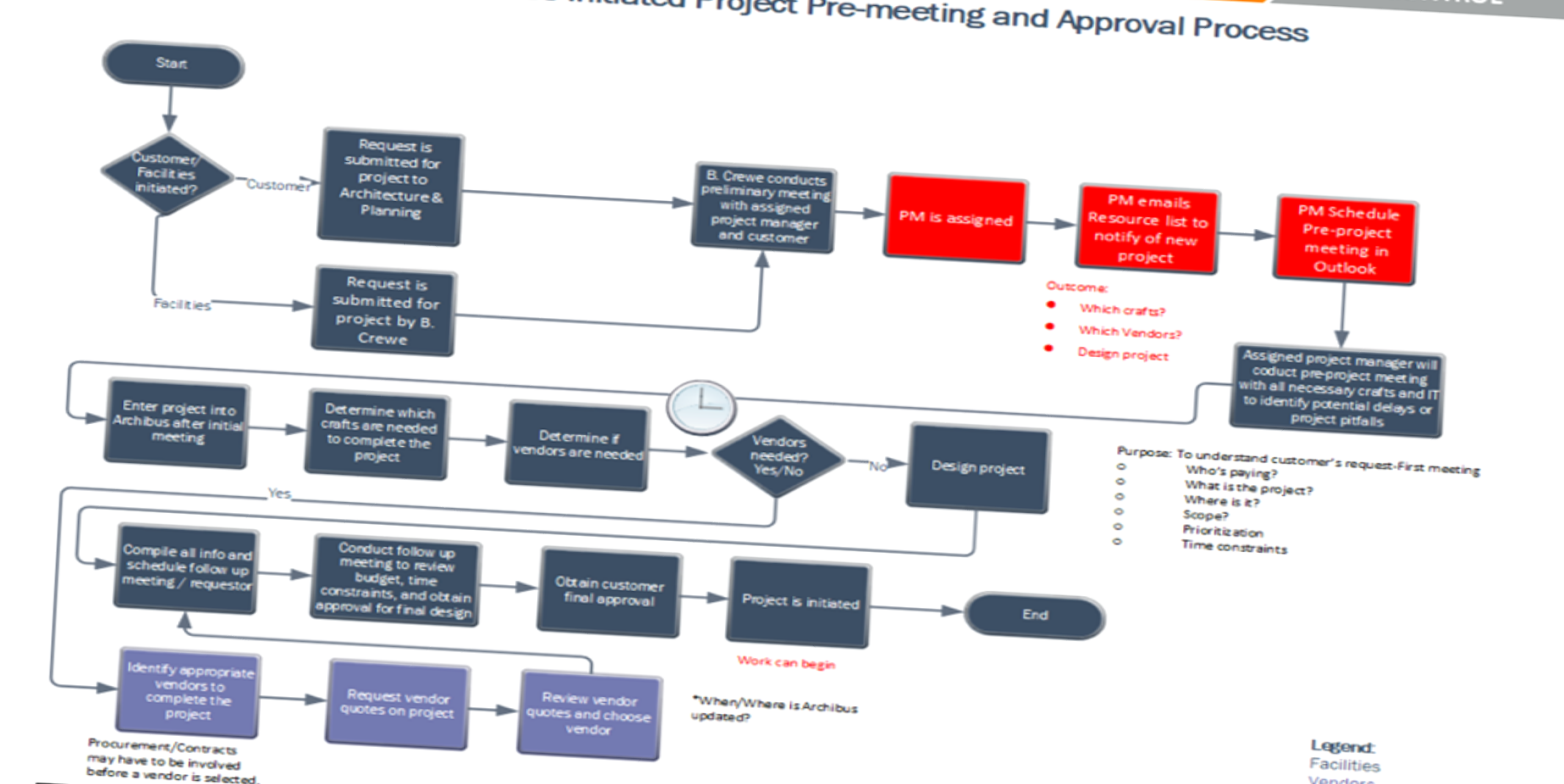
Phase III: Prioritization of Projects

Phase IV: Consider Archibus Project Management module

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Customer & Facilities Initiated Project Pre-meeting and Approval Process



New process meets goals of ownership, early communication and collaboration

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Standardization & Institutionalization

Developed process for:

- Involving customer in initial project meetings
- Communicating new projects to crafts
- Holding planning meetings before starting projects
- Gaining funding commitment before start of project

Communicate change:

- Meetings with impacted areas, including Business Managers and ITS/Facilities management.
- Campus notification – Business Managers & Facilities Newsletters

Monitoring Plans:

- Architecture & Planning (A&P) Project Managers will ensure that new projects follow the new process.
- Superintendents will monitor smaller projects that originate outside A&P.
- Business Office will provide oversight as projects are billed.

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Survey Highlights – Baseline Data

<p>Did you receive updates on your request?</p> <p>75% reported "Always" 25% reported "Sometimes"</p> <p>Opportunity: Project Managers & Crafts can improve this process by providing timely updates on projects</p>	<p>Were you informed about project delays?</p> <p>75% reported "Yes" 25% reported "No"</p> <p>Opportunity: Project Managers can improve communication with requestors and crafts through prompt notification of delays</p>	<p>Did Archibus provide you with an adequate description of the project in the email?</p> <p>100% reported "No"</p> <p>Opportunity: Collaboration with Archibus Administrator is needed to ensure that emails provide meaningful descriptions and status</p>	<p>Do you understand which projects are billable vs. non-billable?</p> <p>25% reported "Yes" 75% reported "No"</p> <p>Opportunity: Improved communication on the front end of project, regarding funding commitment should improve Requestor understanding</p>
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Project Team

