



## Lean Six Sigma for Higher Education



### PROJECT CHARTER

<b>Project Name</b>	<b>Classroom Technology Maintenance</b>		
<b>Blackbelt</b>		<b>Telephone Number</b>	
<b>Champion</b>	<b>Lee Fruitticher</b>	<b>Master Black Belt</b>	
<b>Start Date</b>	<b>3.6.09</b>	<b>Target Completion Date</b>	

Element	Description	Team Charter			
<b>1. Process:</b>	The process in which opportunity exists.	Basic Multimedia Projector Maintenance in Classrooms			
<b>2. Project Description:</b>	Describe the Project's Purpose and scope.	Decrease equipment down time; save money on bulbs.			
<b>3. Objective:</b>  What improvement is targeted and what will be the impact to the business? 1. Initiate 50% of service calls from faculty. 2. Build maintenance work order template. 3. Decrease bulb use by 10%.			<b>BSL<sup>1</sup></b>	<b>GOAL</b>	<b>units</b>
				50 % or more	
				Implement	
<b>4. Business Results:</b>	What is the improvement in business performance anticipated and when?	Lower costs to institution			
<b>5. Team Members:</b>	Who are the full-time members and any expert consultants?	Jeff Hayes (team leader), Hugh Sheppard, Mark King, Sheree Collins			
<b>6. Project Scope:</b>	Which part of the process will be investigated?	<ul style="list-style-type: none"> <li>• Service calls</li> <li>• Bulbs burning out unnecessarily</li> </ul>			



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<b>7. Benefit to External Customers:</b>	Who is the <b>final</b> customer, what benefits will they see and what are their most critical requirements?	<ul style="list-style-type: none"> <li>Faculty more comfortable knowing what to do in case of problems and more confident that equipment will work on a day to day basis.</li> </ul>	
<b>8. Schedule:</b>	Give the key milestones/dates.	Project Start	3/6/09
	D- Define	"D" Completion	•
	M- Measurement	"M" Completion	•
	A- Analysis	"A" Completion	•
	I- Improvement	"I" Completion	•
	I- Implement	"I" Completion	•
	C- Control	"C" Completion	•
		Project Completion	

Team Leader: Larry Mitcham

Next time to contact: Early September 2008

Next Meeting: Early September 2008 or Early October 200



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