



**PROJECT CHARTER**

<b>Project Name</b>	<b>Textbook Requisitions</b>		
<b>Greenbelt Consultant</b>	<b>Alan Burstein</b>	<b>Telephone Number</b>	
<b>Champion</b>	<b>Lee Fruitticher</b>	<b>Master Black Belt</b>	
<b>Start Date</b>	<b>7/31/08</b>	<b>Target Completion Date</b>	<b>3/1/09</b>

<b>Element</b>	<b>Description</b>	<b>Team Charter</b>			
<b>1. Process:</b>	The process in which opportunity exists.	The process by which faculty request textbooks for sale to students each semester.			
<b>2. Project Description:</b>	Describe the Project's Purpose and scope.	Streamline and improve efficiency of process.			
<b>3. Objective:</b>	What improvement is targeted and what will be the impact to the business?		<b>BSL<sup>1</sup></b>	<b>GOAL</b>	<b>units</b>
	1. Reduce changes to better serve students.		11.4%	Minimize changes	Per cent returned for revision in Spring, 2008
	2. Meet initial deadlines to better serve students and increase profits		8.5%	Meeting initial deadlines	Per cent submitted late in Spring, 2008
	3.				
	4.				
<b>4. Business Results:</b>	What is the improvement in business performance anticipated and when?	1. Deadline met and changes reduced by end of drop/add in Spring 2009.			
<b>5. Team Members:</b>	Who are the full-time members and any expert consultants?	Connie Wade (Team Leader), Richard Baskin, Nancy Goodloe, Margie Wright			
<b>6. Project Scope:</b>	Which part of the process will be investigated?	<ul style="list-style-type: none"> <li>Timeliness and accuracy with limited changes.</li> </ul>			

<sup>1</sup> Baseline



## Lean Six Sigma for Higher Education



<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>• Students</li> </ul>	
<b>8. Schedule:</b>	Give the key milestones/dates.  D- Define  M- Measurement  A- Analysis  I- Improve/Implement  C- Control	Project Start	7/31/2008
		“D” Completion	<ul style="list-style-type: none"> <li>• 7/31/2008: Project defined at Gordon’s First Wave Kickoff Workshop</li> </ul>
		“M” Completion	<ul style="list-style-type: none"> <li>• 11/3/2008: Data Acquired and Analyzed in September and October and presented at November 3 workshop</li> </ul>
		“A” Completion	<ul style="list-style-type: none"> <li>• 11/3/2008: Brainstorming and Fishbone Diagram (Policies, Procedures, People, Plant) completed at November 3 Workshop.</li> </ul>
		“I” Completion	<ul style="list-style-type: none"> <li>• 3/15/09: Changes implemented in ordering textbooks for Fall, 2009</li> </ul>
		“C” Completion	<ul style="list-style-type: none"> <li>• 4/15/09: Data on improvement reviewed and plans made for going forward.</li> </ul>
		Project Completion	4/15/09