

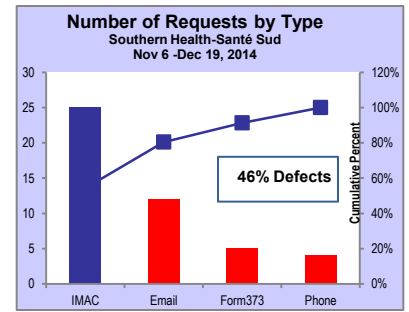
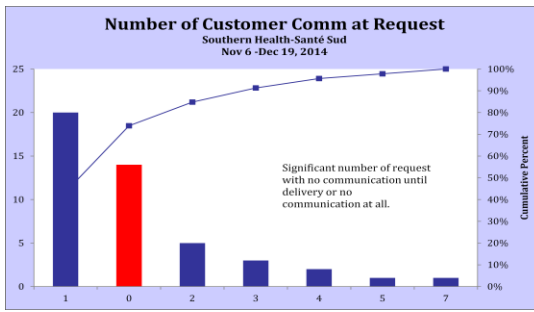
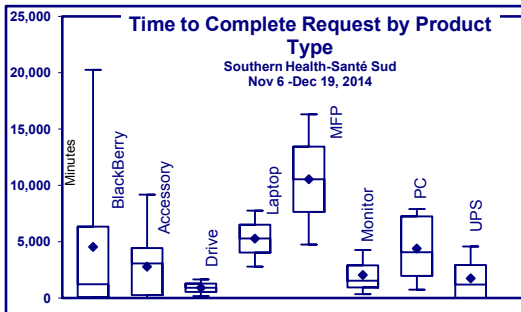
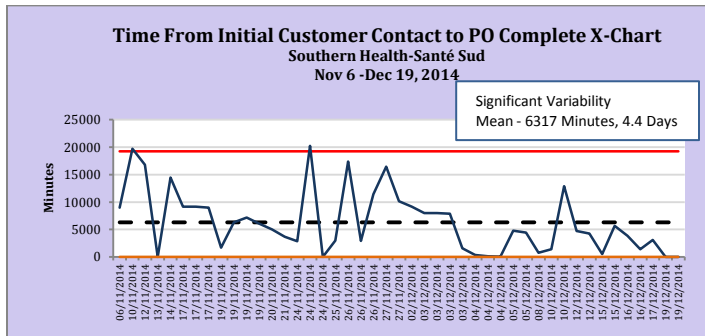
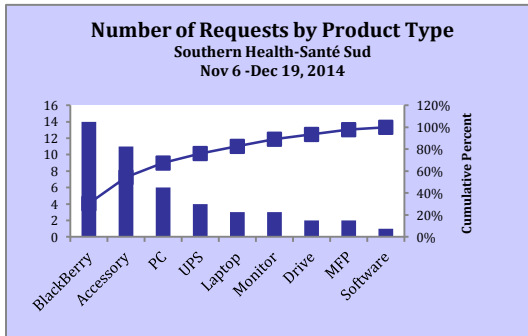
Project Details

Organization	Southern Health-Santé Sud	Facility	Regional
Project Name	Bits \$ Buys	Project Facilitator/Belt Level	Shaun Twist – Green Belt
Project Sponsor	Kristine Hannah	Project Team	Shaun Twist, Bernie Wolfram, Andy Alksnis, Tracy Ouellet, Noelle Cunningham, Mona Spencer
Project Start Date	October 1, 2014	Project End Date	Feb 27, 2015

Problem Statement

The requirement gathering in the current IT procurement process is frustrating and challenging for customers and staff as it is inconsistent, complex, not well defined and not well communicated.

Current State Analysis - What's the Data Story?



- Significant variation in time to complete customer request ranging from 5.9 to 20,425 minutes (14.18 days)
- Median time to complete customer request 6,317 minutes (4.4 days)
- Significant number of requests with no customer contact
- IMAC defect rate of 46%

Project Aim

- Reduce the Request Submission to PO cycle time and the number of purchasing and communication defects by a minimum of 50% by February 6, 2015.

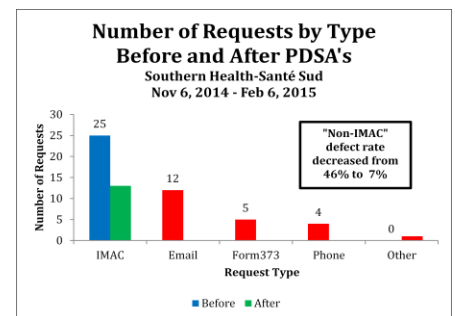
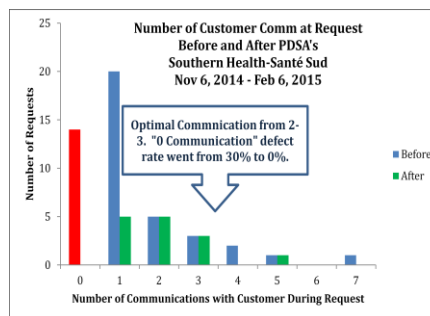
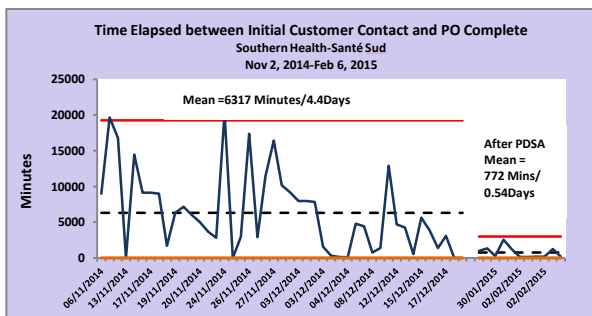
Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Update and post Approved Product List for internal and customer use.	Jan 22, 2015
2	Establish customer contact points based on decision matrix and standardized response.	Jan 22, 2015
3	Identify “Hot Swap” IT Operations inventory, purchase missing equipment and distribute inventory lists to purchaser and related IT staff.	Jan 23, 2015
4	Review purchaser’s use of Remedy to reduce the amount of data entry time and request routing.	Jan 22, 2015
5	Establish standard protocol between purchasers and IT staff through regular meetings and responsibility matrix.	Jan 13, 2015

Controls Utilized

<input type="checkbox"/> Error Proofing	Operational inventory “Hot Swap Lists” identifies approved product for purchase. Technicians or purchaser must select from “Hot Swap Lists”. Lists are reviewed as infrastructure/product standards changes and during life cycle reviews.
<input type="checkbox"/> Standard Work	All customer desk side requests must be submitted through IMAC and tracked in Remedy. Customer contact points were established and a decision matrix was created. Standard template responses were created for the purchaser. The regional IMAC form was determined to be the collection tool for all Desk side purchases. Rerouted non purchase IMAC directly to technicians. Purchasers have been included in regular ICT Desk Side and ICT Operations meetings.
<input type="checkbox"/> Training	The Purchaser Responsibility list was updated to be more inclusive and include Primary/Secondary Technicians. The changes to the APL were communicated to all regional ICT customers through a memo. The ICT staff will continue to educate customers on an ongoing basis. Process was built into the APL and IMAC forms.
<input type="checkbox"/> Continue to Measure	Measure percentage of times the IMAC includes the product number from the APL list. Measure the percentage of requests intake is through remedy/IMAC. Measure percentage of APL eligible product is on the APL. Measure percentage of items that were available when required.
<input type="checkbox"/> Policy & Procedure	An Approved Product List (APL) was developed and published for the internal use and customers. Where possible, customers will identify APL product number on IMAC form. The regional Internal Portal was redeveloped to include the ICT APL and associated procedures. The APL is reviewed and updated monthly, when product expires or there is a significant change in price. “Simple” non-purchase IMACs are rerouted directly to technicians.

Outcomes – Qualitative and Quantitative Outcomes



- 88% reduction in mean time to complete. Mean time to complete customer request and purchase reduced from 6317 minutes (4.4 days) to 772 minutes (0.54 days).
- “No Customer Contact” defect rate reduced from 30% to 0%.
- “Non IMAC Requests” defect rate reduced from 46% to 7%.