

Measurement Plan

Prepared By:

Organization:	Southern Health-Santé Sud
Facility:	Regional
Project:	Bits \$ Buys

What?	How?	Where?	Who?	When?
What is being measured?	How will you track the measurement? Tracking sheets, observations, other? Do you need any items to measure? Clock, pedometer, etc.	On which unit/area will the data be collected?	Who is responsible for collecting the measures measurements?	When are the measures being collected?
Beginning and Ending times of each major process (i.e. Request, Quote, P.O., Receiving, Coding and Finance)	Central spread sheet using computer clock.	The two purchasing offices and Bernie for requests that are not IMAC's.	Tracy, Noelle and Bernie	November 06, 2014 to December 19, 2014
Mechanism of intake (i.e. Email, Phone, Walk up or Service Desk)	Central spread sheet.	The two purchasing offices and Bernie for requests that are not IMAC's.	Tracy, Noelle and Bernie	November 06, 2014 to December 19, 2014
Number of defects (e.i. Number of times we go back to customer for clarification, wrong GL codes, back order, damaged equipment, etc.)	Central spread sheet.	The two purchasing offices and Bernie for requests that are not IMAC's.	Tracy, Noelle and Bernie	November 06, 2014 to December 19, 2014

Measurement Check Point #1:	Nov 14, 2014
Measurement Check Point #2:	Nov 21, 2014
Measurement Check Point #3:	Nov 25, 2014