

Measurement Plan

Prepared By:

Organization:	Southern Health-Sante 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.)	Central spread sheet using computer clock.	The two purchasing offices and Bernie for requests that are not IMAC's.	Tracy, Noelle and Bernie	Feb2, 2015 to Feb 6, 2015
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	Feb2, 2015 to Feb 6, 2015
Number of defects (e.i. Number of times there is no communication with customer, no times product # is not listed on IMAC, etc.)	Central spread sheet.	The two purchasing offices and Bernie for requests that are not IMAC's.	Tracy, Noelle and Bernie	Feb2, 2015 to Feb 6, 2015

Measurement Check Point #1:	Feb 2, 2015
Measurement Check Point #2:	Feb 3, 2015
Measurement Check Point #3:	Feb 5, 2015