UNIVERSITY OF CENTRAL FLORIDA

IMPROVE/CONTROL PRESENTATION

CECS Inventory & Asset Management

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Agenda

- Review of previous phases

- Improvements
  - Short Term Improvements
  - Long Term Improvements
  - Revised Process Flow
  - Metrics and Performance targets

- Control mechanisms

Previous Phase - Define

- Objective
  - Increase efficiency of tracking registered assets
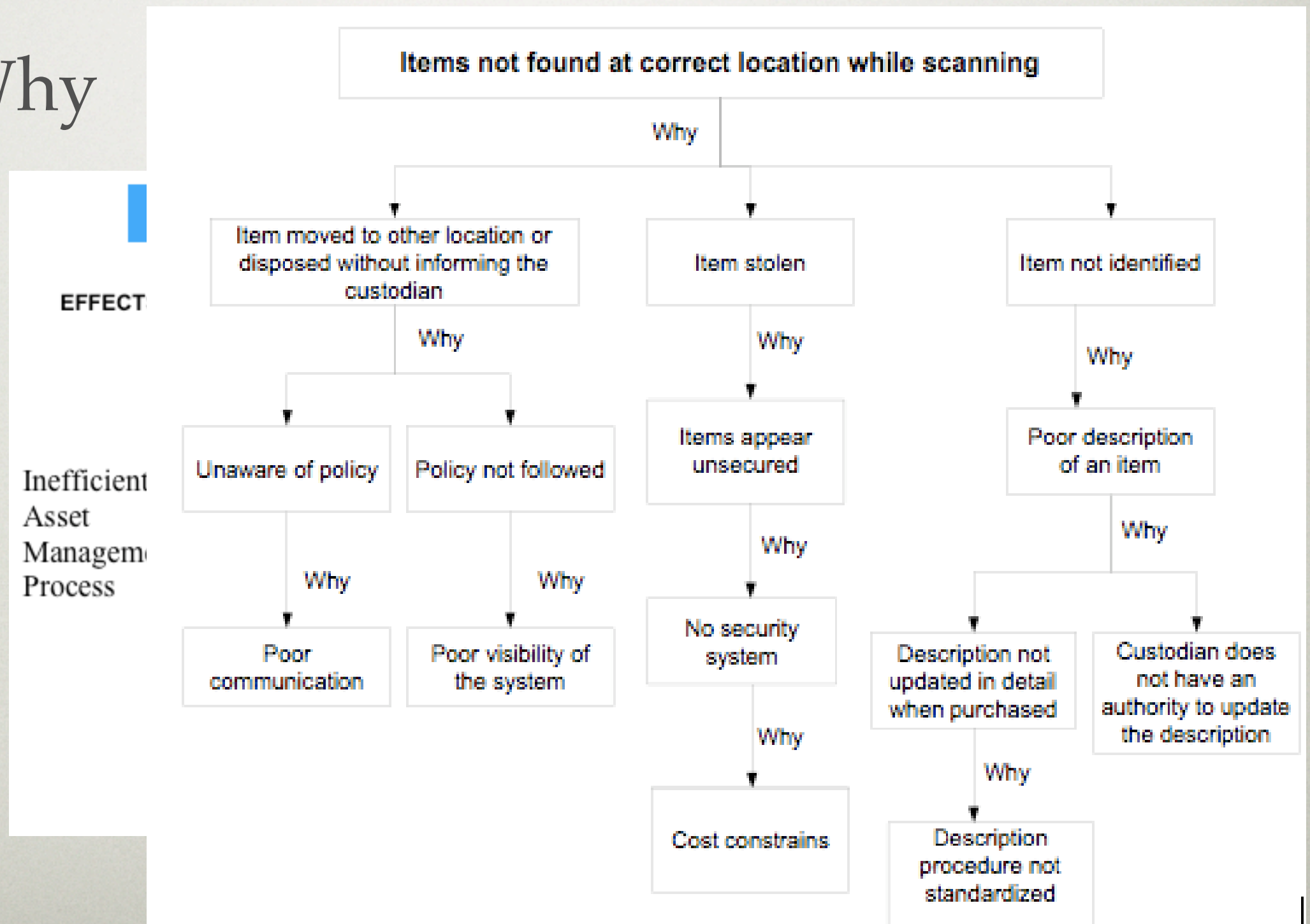- Stakeholder Analysis
  - Primary
  - Secondary

Previous Phase - Measure

- SIPOC

- CTQ

CTQs	Metrics
Faculty/Staff Awareness of Process	Proportion of faculty/staff using system
Documented Location of Assets	Proportion of items located in "proper" area
Identification of Assets	Number of items unidentifiable by description on inventory list
Efficiency of Yearly Scanning	Proportion of items found on first try as compared to total effort
Value of Assets Lost	List of items on "Missing" list equal to or more than 2 years
Number of Assets Lost	List of items on "Missing" list equal to or greater than 2 years
Undocumented Assets	Number of notifications (requests) for tagging as opposed to Non-tagged assets found
Efficiency of List Update	Misreads by equipment, missing or damaged tags, time to update lists
Sorting Efficiency of Lists	Time required to update scanned list for missing items
Loss Avoidance	Timely reports of missing items

(attribute for which we have data – green, attribute for which we have no data – yellow)

Previous phase - Analyze

- Cause-and-effect

- Why-Why

EFFECT

Inefficient
Asset
Managem
Process

Items not found at correct location while scanning

Why

- Item moved to other location or disposed without informing the custodian
  - Why
    - Unaware of policy
      - Why
        - Poor communication
    - Policy not followed
      - Why
        - Poor visibility of the system

- Item stolen
  - Why
    - Items appear unsecured
      - Why
        - No security system
          - Why
            - Cost constrains

- Item not identified
  - Why
    - Poor description of an item
      - Why
        - Description not updated in detail when purchased
          - Why
            - Description procedure not standardized
        - Custodian does not have an authority to update the description

Improvement # 1

Faculty Education - Publish memo and guidelines for F.A. site use

- Short-term recommendation stressing the importance of asset management for the University

- Goal: Increase faculty following of PM procedures

Control

- Control Mechanism: Response levels from memo
- Counter reactions

      If Positive: Continue sending memo with important notices

      If Negative: Resend memo, track changes, repeat if negative

Improvement #2

Establish ABC inventory analysis

- Long-term improvement plan involving RFID tagging to provide additional security

- Goal: Reduce # of items lost

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Control

- Control Mechanism: # of high-value items lost. Has the new technology cause a reduction in lost/missing items?

- Counter reactions

       If Positive: Maintain and support implementation

       If Negative: Reasses method, discard improvement if needed

Improvement #3

Improve website for faculty use

- Short-term improvement plan to provide more direct access to necessary info.

- Goal: Increase # of forms submitted to PM

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Control

- Control Mechanism: Response levels from website.
- Counter reactions
    - If Positive: None, maintain website
    - If Negative: Increase website advertisement, improve site even more

Improvement #4

Eliminate the second pass of scanning

- Long-term improvement trial to condense first two scans by covering each room to the fullest ONLY ONCE

- Goal: Identify missing items earlier

Control

- Control Mechanism: Efficiency levels of new scanning method (% of total items covered)
- Counter reactions

       If Positive: Standardize procedure

       If Negative: Return to old method

Improvement #5

Identification of items through better descriptions

- Short term improvement plan to provide a standard description for all purchased items (Brand, size, color, function)

- Goal: Reduction in time to locate items

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Control

- Control Mechanism: Location of items with new standards vs. items with old descriptions.
- Counter reactions

        If Positive: None

        If Negative: Redesign standard (add information, contacts, etc)

Improvement #6

Notification to faculty of upcoming inventory efforts

- Short term improvement plan that instructs faculty to provide full access to the items prior to scanning

- Goal: Facilitate scanning pass

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Control

- Control Mechanism: Appraise efficiency in scanning. % items scanned on the first pass
- Counter reactions

       If Positive: Continue with notifications

       If Negative: Review purpose of notification with faculty

Improvement #7

Attach more visible tags to high-value items

- Short-term improvement plan to place a highly visible sticker on attractive items, a deterrent for theft.

- Goal: Reduce # lost/missing items

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Control

- Control Mechanism: Study Implementation benefits, has there been a reduction in items lost/stolen.
- Counter reactions

  If Positive: Continue with system, ensure tags are in good cond.

  If Negative: Reassess tag design, discard their use if deemed appropiate.

Improvement #8

Conduct a more efficient scanning process

- Long-term improvement plan to develop a more systematic room-to-room approach for scanning

- Goal: Reduction in scanning time

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Control

- Control Mechanism: Efficiency in building coverage
- Counter reactions

       If Positive: Maintain system, employ continuous improvement

       If Negative: Discard new approach, return to old method
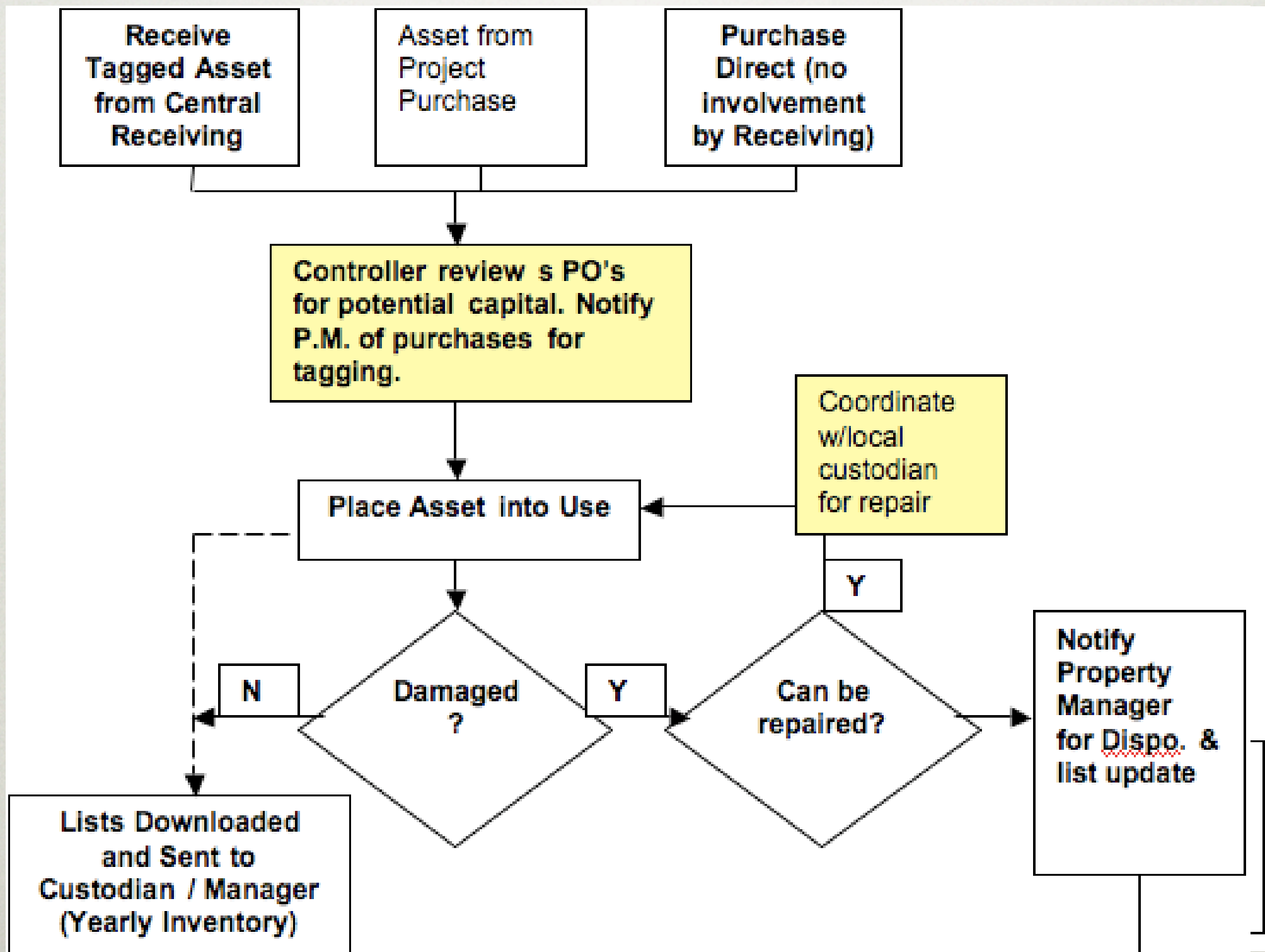
Improvement #9

System-wide use of Purchase cards

- Short-term trial: Allow everyone to use purchase cards for acquisition of new items

- Goal: 100% usage rate of P-cards, all new items are accounted for.

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Control

- Control Mechanism: # of new items accounted for. Do we have information on all new items?
- Counter reactions

    If Positive: Continue use

    If Negative: Return to old p-card use

REVISED PROCESS FLOW

Metrics and Performance Targets

CTQ	Metric	Performance Targets
Faculty/Staff awareness of process	Number of emails/memos/flyers sent out to faculty members	No definite performance. Succes would be accomplished when all faculty members are made aware of process
Documented location of assets	Number of department transfer forms. Off-campus use forms.	# of forms on record = # of items moved + items not found # items on list = #items scanned + records of items relocated +records of items cannibalized + records of items lost/stolen
Identification of assets	- Number of items without proper description - Assets found with the help of custodian	Zero
Efficiency of yearly scanning	- % of items found on first pass - Reduction in scanning time after implementation of 5s and Lean Concepts	- 80% -Scanning time reduced by at least 50%
Quantity and value of items lost	- # of lost items before and after RFID tagging - # of items > $3000 lost before and after tagging with visible tags	Zero
Efficiency of list update	Number of times list is updated weekly	Subject to consideration by Finance & Accounting
Undocumented Assets	Items found but not documented	Zero

"THE BEST WAY TO CONDUCT AND MAINTAIN ANY IMPROVEMENT IS WITH THE FULL COMMITMENT FROM ALL STAKEHOLDERS"

...The team

THE END

ANY QUESTIONS?