

# CECS INVENTORY AND ASSET MANAGEMENT

DEFINE PHASE PRESENTATION

TOTAL QUALITY IMPROVEMENT  
SEPTEMBER 16, 2005

FELIX



# CECS ASSET MANAGEMENT ROLES

- ◆ Robert Beaver - Project Expert
- ◆ Russell D'Angelo - Quality Assurance Specialist
- ◆ Varshini Gopal - Technology specialist
- ◆ Amol Shah - Process Analyst
- ◆ Miguel Torrejon - Research Specialist
- ◆ Felix Martinez - Project Leader

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# CECS ASSET MANAGEMENT PROJECT SPONSORS

## ◆ PROJECT CHAMPION

- ◆ Dr. Debra Reinhart - Executive Associate Dean CECS

## ◆ PROJECT CONTACT

- ◆ Mr. Jose Murphy - Senior Property Manager CECS



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# CECS ASSET MANAGEMENT AGENDA

- ◆ Project Background
- ◆ Charter
- ◆ Stakeholder Analysis
- ◆ Responsibilities Matrix
- ◆ Work Plan
- ◆ Next Steps

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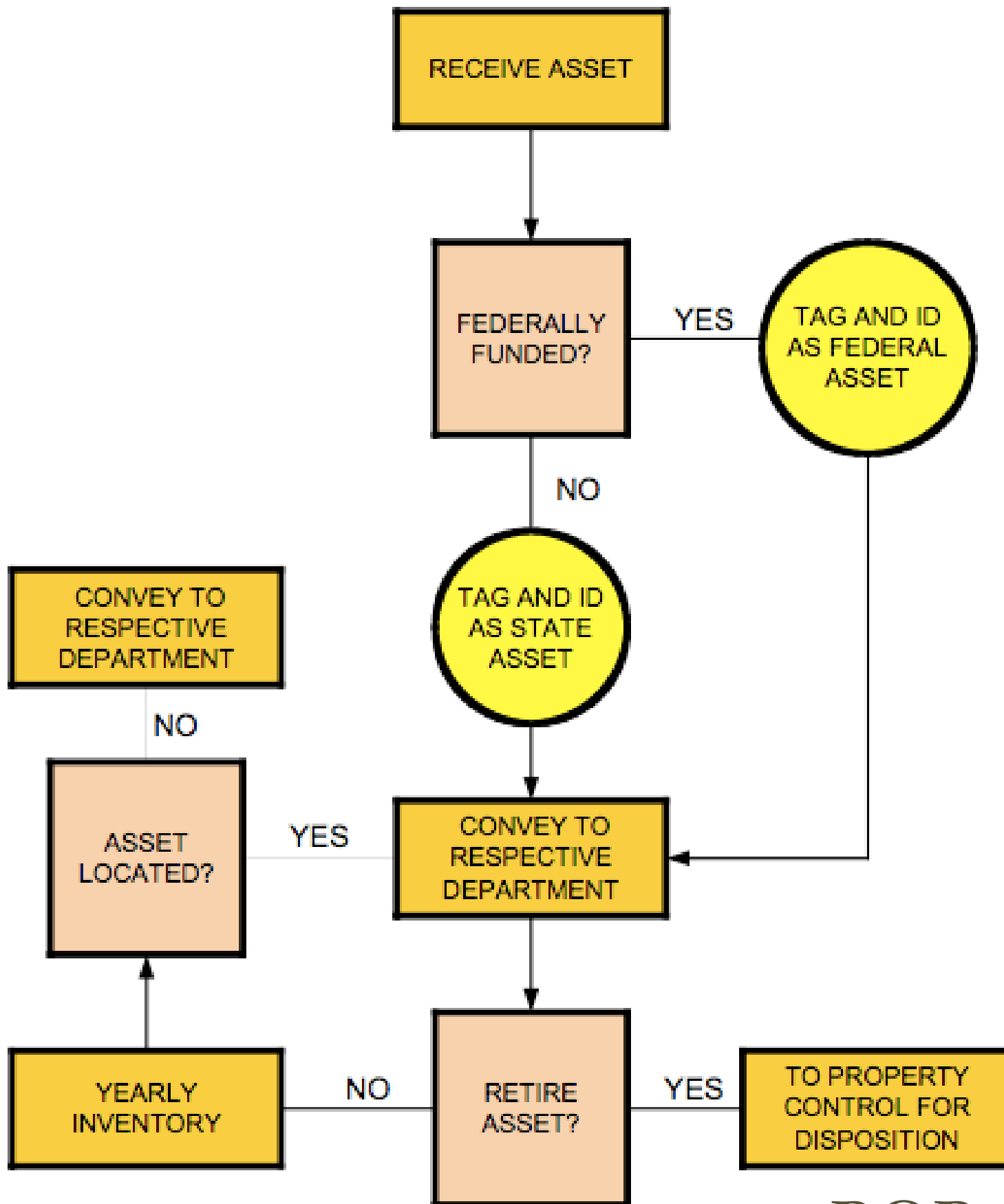


# CECS ASSET MANAGEMENT BACKGROUND

- ◆ The senior property manager at CECS manages all state assets in Engineering I, II, CS, Research Park, etc.
- ◆ Using Barcode Scanners, all items are scanned throughout the fiscal year.
- ◆ Peoplesoft software manages the list of items
- ◆ The UCF Property Office oversees CECS and all other colleges and satellite campuses

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# CURRENT PROCESS

As defined by Procedure Manual

# CECS ASSET MANAGEMENT BUSINESS OBJECTIVES

- ◆ Increase efficiency needed to track registered assets
- ◆ Increase effectiveness of tracking to prevent item loss
- ◆ Improve stewardship of state and federal properties

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# CECS ASSET MANAGEMENT PRINCIPAL OBJECTIVE

STREAMLINE THE PROCESS OF ASSET TRACKING  
TO ENHANCE CONTROL AND REDUCE THE  
EFFORT NEEDED TO MANAGE THEM.

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# CECS ASSET MANAGEMENT PRINCIPAL DELIVERABLES

- ◆ Redefined process for asset tracking throughout its life cycle
- ◆ Recommend new technologies
- ◆ Consolidated communications between stakeholders
- ◆ Periodical reports following DMAIC

BOB



# CECS ASSET MANAGEMENT

## CRITICAL SUCCESS FACTORS

FACTOR	KEY COMPONENT
Reduction of tracking efforts	Value Proposition
Voice of the customer during interviews and observations	Customer Focus
Dealing with resistance	Change Management
Employing DMAIC	Infrastructure/Methodology
Data Gathering	Tools
Linking improvements to procedures	Measurements

BOB

# CECS ASSET MANAGEMENT RISK ANALYSIS

RISK	PROB.	IMPACT	MITIGATION
Project Contact Unavailable	L	H	Consult other personnel
Difficulty applying DMAIC	M	H	Consult Black Belts
Conflicting team schedule	H	M	Develop collaboration plan and commitments
Contradictions between theory and practice	L	M	Quick adaptation strategy
Change of customer requirements	L	H	Assessment of situation and work-around plan

RUSS



# CECS ASSET MANAGEMENT RESPONSIBILITIES MATRIX

Responsibility	Project Leader	Project Expert	Process Analysts	Technology Specialist	Research Analyst	Quality Assurance Specialist	Project Contact	Project Black Belt
Define Phase								
Form team	✓	✓	✓	✓	✓	✓	✓	
Define Ground Rules	✓	✓	✓	✓	✓	✓	✓	
Define Team Roles	✓	✓	✓	✓	✓	✓	✓	
Define Responsibilities	✓	✓	✓	✓	✓	✓	✓	
Define project objectives	✓	✓					✓	
Inspect Procedural Manual						✓		
Prepare Work Plan					✓			
Tool Assessment			✓					
Identify Milestones	✓	✓						
Create Participation Log								
Stakeholder Analysis			✓				✓	
Compile Project Charter	✓	✓						
Prepare Define Report						✓		
Provide Expert Guidance								✓
Inspection and Approval of Project Charter			RUSS				✓	

# CECS ASSET MANAGEMENT STAKEHOLDER ANALYSIS

P R I M A R Y	STAKEHOLDER	ROLE	NEEDS
	Dr. Debra Reinhart	Executive Associate Dean (CECS)	<ul style="list-style-type: none"> <li>- Ensure effective asset management</li> <li>- Satisfy the interests of department heads</li> </ul>
	Jose Murphy	Senior Property Manager (CECS)	<ul style="list-style-type: none"> <li>- Reduce effort needed to manage assets</li> <li>- Improve efficiency of tracking property and equipment</li> </ul>
	Department Heads	Responsible for property movement/disposition <b>VARSHINI</b>	<ul style="list-style-type: none"> <li>- Reduce number of lost/stolen items</li> <li>- Track items more efficiently</li> </ul>

# CECS ASSET MANAGEMENT STAKEHOLDER ANALYSIS

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STAKEHOLDER	ROLE	NEEDS
Office of Property and Inventory Control	UCF Property Custodians	- Improve overall asset management system
CECS Faculty	Equipment users	- Implement new procedures to handle equipment transfers
CECS Staff	Equipment users	- Same as above
Government	Local and Federal owner	- Reduce cash outflow on item recovery and replacements

VARSHINI

# CECS ASSET MANAGEMENT ANALYSIS OF TOOLS

- ◆ BRAINSTORMING - Generating ideas
- ◆ PROCESS FLOW - Steps involved in process
- ◆ CAUSE AND EFFECT - Understanding the problem and potential drivers
- ◆ WHY-WHY - Identifying root causes
- ◆ PARETO - Prioritize problems

AMOL



# CECS ASSET MANAGEMENT ANALYSIS OF TOOLS

- ◆ INTERVIEWS
- ◆ DATA MINING - Analyzing inventory list
- ◆ BENCHMARKING - Comparing different processes

AMOL





# CECS ASSET MANAGEMENT WORK PLAN

No.	Activity	Status	Due Date	Deliverables	Resources
<b>Define Phase</b>					
1	Define the Problem	Complete	9/7/05	Project Charter	Felix
2	Define the Scope of the Project	Complete	9/7/05	Project Charter	Team
3	Define the Potential Benefits of the Project	Complete	9/10/05	Project Charter	Team
4	Prepare Project Charter	Complete	9/10/05	Project Charter	Felix
5	Prepare Initial Process Flow Charts and Sample Size	Complete	9/10/05	Process Flow Chart	Robert
6	Customer / Stakeholder Analysis and Definition	Complete	9/10/05	Stakeholder Analysis Chart	Varshini
7	Make Work Plan	Complete	9/10/05	Work Plan	Miguel
8	Responsibilities Matrix	Complete	9/10/05	Matrix	Russ
9	Determine Next Steps	Complete	9/10/05	Define Phase Report	Robert
10	Prepare Team Member Participation Log	Complete	9/10/05	Participation Log	Amol
11	Prepare Define Phase Report and Presentation	Complete	9/10/05	Define Phase Report	Team

MIGUEL



# CECS ASSET MANAGEMENT WORK PLAN

Measure Phase					
12	Meet with Senior Property Manager of CECS to finalize the Process Flow		9/12/05	Meeting with CECS Property Manager	Team
13	Survey people in charge of scanning items in CECS		10/21/05	Survey	Team
14	Survey people in charge of PeopleSoft Software		10/21/05	Survey	Miguel
15	Collect Survey Results		10/21/05	Survey Results	Miguel
16	Analyze Survey Results		10/21/05	Pareto Charts and Statistical Analysis	Russell
17	Draw Process Flow Charts		10/21/05	Flow Chart	TBD
18	Make Pareto Charts using Survey Results		10/21/05	Pareto Charts and Statistical Analysis	TBD
19	Identify Criteria to Quality Characteristics		10/21/05	CTQ Report	Amol
20	Key Metrics		10/21/05	Measure Phase Report	Varshini
21	Define Items for Resolution		10/21/05	Measure Phase Report	Team
22	Process Capability Index		10/21/05	Measure Phase Report	Robert
23	Determine Next Steps		10/21/05	Measure Phase Report	Felix
24	Prepare Team Member Participation Log		10/21/05	Participation Log	Amol
25	Prepare Measure Phase Report and Presentation		10/21/05	Measure Phase Report	Team

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# CECS ASSET MANAGEMENT NEXT STEPS

- ◆ Continue gathering data through interviews and walk-around with Property Manager
- ◆ Review information and fill perceived gaps where possible. Confirm the “as-is” process.
- ◆ Identify critical problems, establish metrics
- ◆ Benchmark system
- ◆ Employ tools to develop relationships

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# CECS ASSET MANAGEMENT

# QUESTIONS?

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