

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

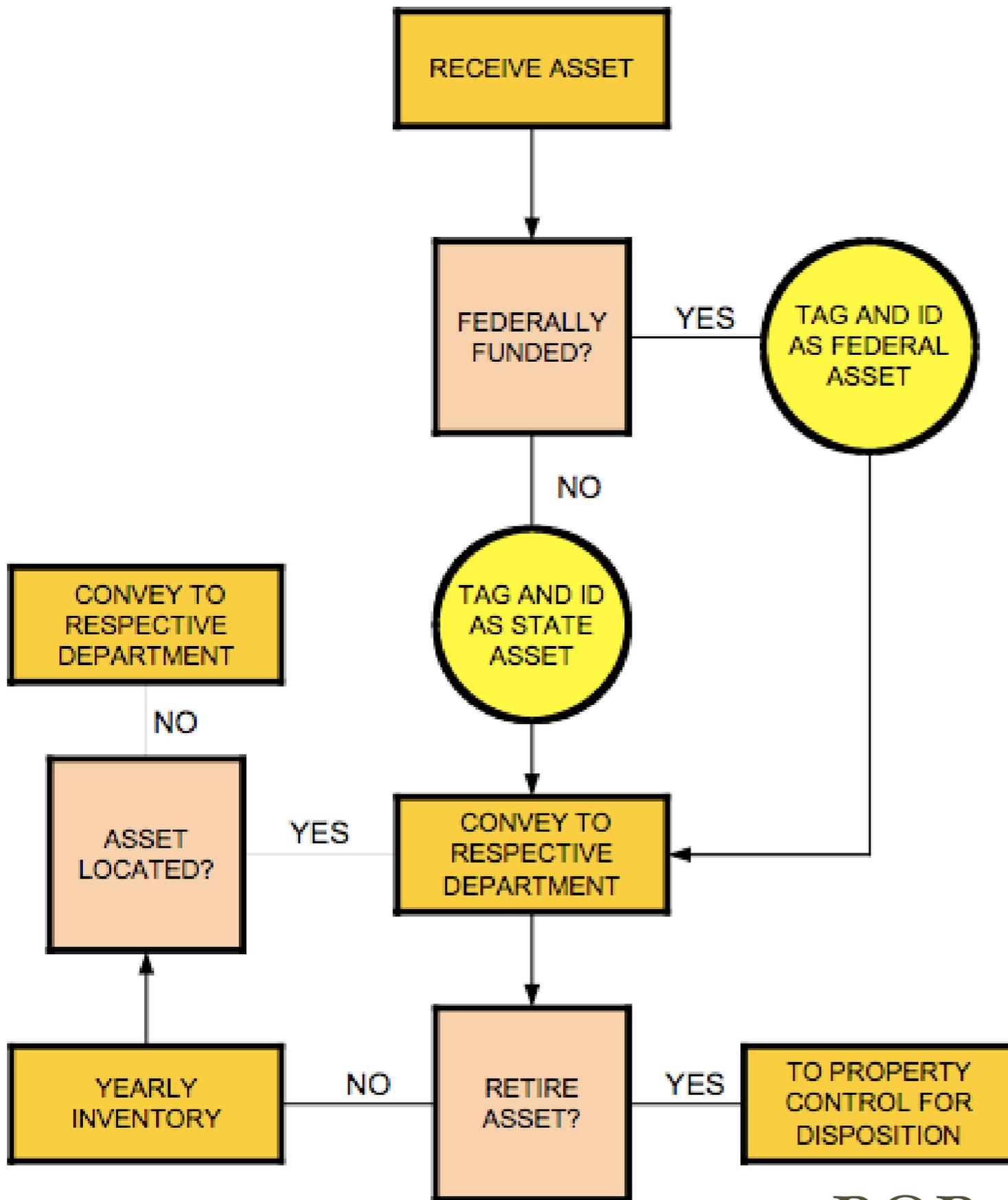
- ◆ The senior property manager at CECS manages all state assets in Engineering I, II, CS, Research Park, etc.
- ◆ Using Barcode Scanners, all items are scanned throughout the fiscal year.
- ◆ Peoplesoft software manages the list of items
- ◆ The UCF Property Office oversees CECS and all other colleges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

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CURRENT PROCESS

As defined by Procedure Manual



BOB

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

BOB



CECS ASSET MANAGEMENT PRINCIPAL OBJECTIVE

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

BOB



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

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

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
<i>Define Phase</i>					
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

<i>Measure Phase</i>					
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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