

**8-Step Process Implementation/Improvement Plan (PIIP)**  
Electronic Form

Richland College employees use the **8-Step Process Implementation/Improvement Plan (PIIP)** to document implementation of new processes/programs and improvement of existing processes/programs.

**PLEASE NOTE: Input information in the grey highlighted areas. Boxes expand as you type.**

PIIP# 64 (to be assigned by IR/E)

PIIP Process Name: Office of Planning and Research for Institutional Effectiveness (OPRIE) Printing Supplies Purchasing Process

**Responsible Party: Bao Huynh**

**Part 1**

**Anticipated Completion Date:** May 2008

**Step 1. State implementation/improvement need and identify its related Strategic Planning Priority:**

OPRIE will maintain adequate printing supplies ready at all times. Adequate supplies will mean that for every printer hardware item that needs replacing, there is at least one spare available and at least two spare toner cartridges available for each color. Also to be on hand at all times, at least two cases (20 reams) of color laser printer paper and enough cardstock and binders to complete 100 reports minimum.

Check Status:  In Progress  Complete

**Step 2. List owner(s) of new process/program or improvement:**

Any member of the OPRIE is empowered and expected to request a supply order when the number of adequate supplies is below minimum. Babs King will complete the supply order, or in her absence or unavailability, Bao Huynh or Gloria Washington will complete the supply order.

Check Status:  In Progress  Complete

**Step 3. Identify root cause leading to this process implementation/improvement:**

Due to high-volume rapid printing, toner was exhausted at a greater than expected rate. A changeover in approved vendors caused a delay in being able to purchase necessary replacement toner cartridges resulting in downtime for the office's main color printer. The fuser kit on the office's secondary color printer also needed to be replaced, causing both color printers to be offline for more than one day.

Check Status:  In Progress  Complete

**Step 4. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:**

Upon receipt, every piece of technical office equipment that is purchased by the office will have an inventory sheet done that lists every part that needs regular replacing. The office will maintain a minimum of 1 spare for each hardware item such as fuser kits, drum kits, and transfer kits, a minimum of 2 spare for each toner color, a minimum of two cases (20 reams) of color laser printer, 2 reams of cardstock, and 100 pro-click binders.

Check Status:  In Progress  Complete

**NOTE: After you complete Part 1, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.**

Date Submitted: **Februray 2008**      Date Updated:      Date Completed:

# Part 2

PIIP# 64 (to be assigned by IR/E)

PIIP Process Name: Office of Planning and Research for Institutional Effectiveness (OPRIE) printing supplies purchasing process

**Step 5. Describe implementation/pilot approach:**

Identify all hardware that has parts that need replacing regularly. Make inventory grid for all parts and maintain minimum levels as identified for each part in stock.

Check Status:  In Progress  Complete

**Step 6. Report outcomes related to measures identified in Step 5:**

Check Status:  In Progress  Complete

**Step 7. Describe hard copy or electronic method(s) for disseminating results:**

Hard copies of parts inventory sheets will be inserted into plastic sheetholders and affixed to the printers.

Check Status:  In Progress  Complete

**Step 8. Evaluate and describe success of this process (Steps 1-7):**

Check Status:  In Progress  Complete

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**NOTE: After you complete Part 2, e-mail one copy of this form to (1) your dean or supervisor and (2) Gloria Washington, Department of Institutional Research/Effectiveness.**