

**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# 72 (to be assigned by IR/E)

PIIP Process Name: Telephone Stipend Implementation Process

**Responsible Party:** Jasmine Nguyen, Andrew Lazo, Bill Dial

**Part 1**

**Anticipated Completion Date:** 08/30/09

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

The need for a streamlined process to originate, process, and approve telephone stipends for employees was identified by Richland Human Resources. The implementation of this process needed to be defined in order that there was a clear and easily understood method for the approval of telephone stipends.

**Check Status:**  In Progress       Complete

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

Jasmine Nguyen, Andrew Lazo

**Check Status:**  In Progress       Complete

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

Prior to the implementation of a defined process and corresponding Richland Human Resources form for approval of a phone stipend, there was confusion by employees, the business office, and HR as to who was to receive a phone stipend, how the stipend was to be approved, and when HR was to enter the stipend into the Colleague payroll system. Furthermore, in the past, phone stipend approval and entry into the Colleague payroll system did not comply with or follow DCCCD policy.

**Check Status:**  In Progress       Complete

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

The solution to comply with DCCCD Business Procedures Manual Section 38.0.0 was to develop a "Telephone/Internet Stipend Authorization form that is owned by Richland Human Resources. This comprehensive, yet simple, form requires a justification for a phone stipend for an employee while requiring the signatures of all affected parties: the employee, the supervisor, the location cabinet member, and the appropriate business office approval. When these signatures are complete, the form is delivered to Human Resources at which time the stipend is entered into the Colleague payroll system. The measurement and evaluation of this process improvement will be an annual audit review conducted by Human Resources and the Business Office every August to ensure that individuals receiving phone stipends indeed should be. Budget implications are obvious: By verifying accuracy and correctness of employees receiving phone stipends, any unneeded expenditures will be reviewed and eliminated.

**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: 1/9/09      Date Updated:      Date Completed:

# Part 2

PIIP# 72 (to be assigned by IR/E)

PIIP Process Name: Telephone Stipend Implementation Process

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

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:**

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.**