

## 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.

<b>45</b>	<b>PIIP Process Name: Postage Handling Improvements for College Mail</b>		
P a r t  1	Step	Responsible Party	Check Status
	1. Anticipated Completion Date: <b>March 2005</b>		
	2. State implementation/improvement need and identify its related <i>Strategic Planning Priority</i> .  <b>Improve postage chargebacks and reconciliation for college mail. 4.1.3</b>	Deborah Clark	<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	3. List owner(s) of new process/program or improvement:  <b>Deborah Clark, Ron Clark, Dianne Duncan, Larry Grant, Beverly Hocker, Matthew Kirchmeier, Terry Lefler, Le Pham, Finney Varghese</b>	Note: Leave blank	<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	4. Identify root cause leading to this process implementation/improvement:  <b>Monthly variances exceed expectations. Need accounting capabilities in postal machine. Current equipment becomes obsolete in December 2005.</b>	Note: Leave blank	<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	5. Develop proposed solution, including measurement/evaluation plans and budget implications/business plan:  <b>Research equipment options and proceed with procurement through DSC Purchasing procedures.</b>		<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete

**After you complete Part I, e-mail copies of this form to your dean or supervisor and to Gloria Washington, Institutional Research Office.**

**Submitted and Completed:  
March 2005**

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	Step	Responsible Party	Check Status
P a r t  2	6. Describe implementation/pilot approach: <i>We proceeded through normal channels to put machinery into place. Requisition was approved for purchase and follow-up with DSC Purchasing was necessary to expedite the purchase.</i>		<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	7. Report outcomes related to measures identified in Step <i>We were successful in procuring a new postage machine with features we felt necessary to help control costs, and have machinery in place well before our deadline.</i>		<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	8. Describe hard copy or electronic method(s) for disseminating results: <i>Accounting reports are a feature of new postage machine.</i>		<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete
	9. Evaluate and describe success of this process (Steps 1-8) <i>This procedure, though well established, was lengthy and time consuming and we were pleased that we began the process early in order to have equipment in place well before the required deadline. This was necessary to evaluate equipment and work out any problems before January 1, 2006, when new postal regulations will begin.</i>		<input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Complete

**After you complete Part 2, e-mail copies of this form to your dean or supervisor and to Fonda Vera, Institutional Research Office.**

**Submitted and Completed March 2005**