

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# 70 (to be assigned by IR/E)

PIIP Process Name: Process for DCCCD Employee E-mail Address

Responsible Party: Pat Bollin, Andrew Lazo, Debra Lockhart, Tim Vaughan, Greg Thomas, Jeff Williams

Part 1

Anticipated Completion Date: May 2009

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

Strategic Planning Priority #3 – Employee Success

We will design a process for the assignment of a new employee DCCCD e-mail and GroupWise address. The process should allow us to expedite the completion and return of the LAN/Office Support ID Request form to IT by 10:00 a.m. on the first day of Richland employment for full-time employees. Currently, this form is not completed until later which causes delays.

Check Status: In Progress Complete

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

Pat Bollin, Debra Lockhart, Andrew Lazo, Tim Vaughan, Martha Fleming, Jeff Williams, Greg Thomas

Check Status: In Progress Complete

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

This form is not being completed immediately for new hires which is causing a delay in requesting computer access.

Check Status: In Progress Complete

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

We will review the current process, identify the problem areas and design a new step-by-step process by department to ensure the paperwork is completed as early as possible. Success will be measured by the number of errors identified in Colleague NAE/e-mail address information and the number of complaints received by IT on the time it is taking for new employees to be set up on e-mail. There will be no budget implications.

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: **11/06/08**

Date Updated:

Date Completed:

Part 2

PIIP# 70 (to be assigned by IR/E)

PIIP Process Name: DCCCD Employee E-mail Address

Step 5. Describe implementation/pilot approach:

The process will be discussed with affected team members, process will be documented to be reviewed, comments will be incorporated into the process document and the final process document will be sent to New Employee Orientation team members and the IT office staff who are responsible for processing the Lan/IT form.

Check Status: In Progress Complete

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

The final process document has been sent electronically to all parties who have a stake in this process.

Check Status: In Progress Complete

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

Each team member is charged with keeping notes of any complaints or problems they encounter through the Spring 2009 semester. Team is very happy with the finished process document.

Check Status: In Progress Complete

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

To meet and review May, 2009.

Check Status: In Progress Complete

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.