Kick-off Date: 02/13/19—Completion Date: 08/13/19

**Project Planning Communication**

**Project Charter**

**Charter Element**

**Description**

During the Lean UTHSC Project Planning project, Pain Points were identified that resulted in the new project, which focused on improving communication in the early planning stages of a facility-driven project. After voting, the number 1 issue the team identified was that Pre-project meetings do not consistently occur.

Ultimately, this new project ties into the Vendor Control project in that the team believes that improved planning and communication will improve our overall vendor relationship, controls, invoices, costs, and more. This project also ties into how Archibus will be utilized to better support facility-driven projects, using Work Orders and Work Request forms.

**Mission Statement**

To develop a communication process for new projects.

**Improvement Plan - Phases**

**Phase I: Pre-Project Meeting**

- Pilot starting on August 1, 2019
- Pilot will run for 6 months
- Follow-up Customer Satisfaction Survey will be sent to all stakeholders that participated in the pilot

**Phase II: Add Input Form**

- Implement by February 1, 2020
- Database to provide project tracking & reporting

**Phase III: Prioritization of Projects**

**Phase IV: Consider Archibus Project Management module**

**Standardization & Institutionalization**

**Developed process for:**

- Involving customer in initial project meetings
- Communicating new projects to crafts
- Holding planning meetings before starting projects
- Gaining funding commitment before start of project

**Communicate change:**

- Meetings with impacted areas, including Business Managers and ITS/ITSF facilities management
- Campus notification – Business Managers & Facilities Newsletters

**Monitoring Plans:**

- Architecture & Planning (A&P) Project Managers will ensure that new projects follow the new process.
- Superintendent will monitor smaller projects that originate outside A&P.
- Business Office will provide oversight as projects are billed.

**Voice of the Customer**

**Cross-Functional Project Team**

- Representing from:
  - Facilities Crafts
  - Facilities Business Office
  - ITS Infrastructure Technology
  - ITS Network & Telecom Services
  - ITS Business Office

- Primary customers for project are the crafts.
- Secondary customer is Requestor.
- Brainstorming and collaboration helped to identify pain points and areas of “waste” in the process.
- Identified opportunities and recommendations for process improvements.

**Survey Highlights – Baseline Data**

- Did you receive updates on your project?
  - 75% reported “Always”
  - 25% reported “Sometimes”

- Were you informed about project status?
  - 75% reported “Yes”
  - 25% reported “No”

- Did Archibus provide you with an accurate project in the area?
  - 100% reported “Yes”

- Did you understand what projects are billed for? (Yes/No)
  - 75% reported “Yes”

**Project Team**

![Project Team Image]