

# PCC's LEAN ENROLLMENT

## Scope Of Work

### Project Assumptions:

- This will change the way we do business
- There will be 1 enrollment process for credit courses across all campuses
- No one will be laid off as a result of this process re-engineering
- Managers will become leaders & coaches
- Resources (people & materials) will be available during the events
- There will be a 50% improvement to baseline metrics (quality, cost, speed). Target areas must provide baseline metric

### Pre-Event Steps:

- 1) Conference call (Sept. 7)
  - Adam & leadership/Cabinet
  - 30-45 minutes
  - Introductions, Q/A re scope, approach, outcomes & commitment
- 2) 1 on 1 conference calls with Kaikaku participants (Sept. 10-30)
  - Adam with each of key contacts for enrollment process
  - Determine how they connect & what issues they face
- 3) Team meeting conference call (Oct)
  - Same players as above (Kaikaku participants)
  - Agree on areas of focus & intent
- 4) Planning (August - Nov)
  - Adam, key players, Bonnie, Rebecca
  - Communication - Inform PCC/community of intent via flyers, email, newsletter, media
  - Logistics – who, when, where
  - Information gathering – identify needed resources (people, info, materials)

### Events:

- 1) Kaikaku – “Radical Change” / Train & Do (Oct. 24-28)
  - 4 ½ days (Monday 8 am – Friday noon)
  - The following participating areas will be divided into 3-4 teams: Inquiry, Admissions, Testing, Advising, Records, Registration, Financial Aid and the Business Office
  - Representatives to include: 30% experts in existing process; 30% managers/coordinators with ability to drive change; 30% fresh eyes- to challenge current process. Participants may become team leads/champions for subsequent events
  - Map current state
  - Identify opportunities to immediately improve the core process (impact on 80% of process volume)
  - Develop & implement the future state map (implement now, next 30 days, 30+ days, etc)
  - Conduct conference call each day at 4 pm
    - With Presidents, champions & other stakeholders who may need to be pulled in
    - Update on progress & identify other resources needed
  - Last day presentation to leadership
- 2) Strategic Planning – top down deployment (Nov. 7 & 8, 8am – 5pm)
  - PCC leadership & next level down (30 participants max.)
  - To drive next activities and ongoing process for continuous improvement
  - Train & create – understand Lean Six Sigma, strategic vision, timelines, resources & criteria for success / equivalent of a business & strategic plan