

Request for Content: The process was not clearly documented. Roles and responsibilities were unclear. Who does what and when was not defined.



Problem statement:

The process for requesting content was unclear between staff across multiple teams. Staff were unsure when they should and should not be involved in certain parts of the process. It was unclear who and when they should initiate certain action and whom they should be communicating with. The process was not documented and the way the process was handled varied between staff and circumstances.

Goal Statement:

As a team, design a clear, and fast flowing process that everyone agrees will reduce the lead time from start to end and provide clarity of roles, responsibilities and timeliness. Document the future process and train staff to perform the process to the new standard.

Methodology:

- Formed a cross functional team to design a process that has clear roles, responsibilities and timeliness.
- Identify process problem with the current process. Determine the root cause of existing process problems.
- Generate ideas for improvement which will be incorporated into the design of a future process.
- Document a Future State process map for managing Request for Content involving a member of each team
- Develop an efficient, fast flowing and transparent future state process map together with members of each team involved in the end-to-end process.

Outcome:

- Only 6 key changes are required to establish and sustain an efficient and effective process flow.
- Lead time and double handling will reduce by creating:
 - A new Request for Service form to improve clarity and ensure all required information is provided upfront.
 - A Project Schedule for the Job Lead will cover all required issues.
 - A Contact list makes it clear who should be contacted.

Ideas Register

Model	Date	Description	Use	Project/Block	Category	Change Status	Implementation phase	Approval status	Approval date	Reported by	Approved by	Approved Date	Approved Status
1	16/01/2016	We need a way of identifying all of the new process to help a request for content	Reduce cost of the new process, also get responsibility	Only covering the new content and plan	Operational	Not yet started	Not started	Not started	16/01/2016	Stephen Grech	Stephen Grech	16/01/2016	Not started
2	16/01/2016	We do not have standard approach to making requests for content	Clear Request for Content form to improve process	Only of request	Operational	Not yet started	Not started	Not started	16/01/2016	Stephen Grech	Stephen Grech	16/01/2016	Not started
3	16/01/2016	We do not have a way to get an engagement schedule	Help to figure out who to get to help to make the case of a request, make the engagement schedule, also get responsibility	Help to figure out who to get to help to make the case of a request, make the engagement schedule, also get responsibility	Operational	Not yet started	Not started	Not started	16/01/2016	Stephen Grech	Stephen Grech	16/01/2016	Not started
4	16/01/2016	We do not have a way to get an engagement schedule	We have a way to get an engagement schedule	Help to figure out who to get to help to make the case of a request, make the engagement schedule, also get responsibility	Operational	Not yet started	Not started	Not started	16/01/2016	Stephen Grech	Stephen Grech	16/01/2016	Not started
5	16/01/2016	We do not have a way to get an engagement schedule	We have a way to get an engagement schedule	Help to figure out who to get to help to make the case of a request, make the engagement schedule, also get responsibility	Operational	Not yet started	Not started	Not started	16/01/2016	Stephen Grech	Stephen Grech	16/01/2016	Not started
6	16/01/2016	We do not have a way to get an engagement schedule	We have a way to get an engagement schedule	Help to figure out who to get to help to make the case of a request, make the engagement schedule, also get responsibility	Operational	Not yet started	Not started	Not started	16/01/2016	Stephen Grech	Stephen Grech	16/01/2016	Not started

Future Process

