

# Creating Efficiency

Use the scale 0-3 to score your capacity busters and process improvement ideas. Consider a score of 0 = none/not at all, 1 = low cost/impact, 2 medium cost/impact, 3 high cost/impact.

**1 Capacity Buster**

*Describe your issue:*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Can this be changed? \_\_\_\_\_*

*If yes, describe your ideal state:*

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Process Improvement Ideas**

**2 Process Improvement Cost**

**Process Improvement under consideration** \_\_\_\_\_

	0	1	2	3
	N/A	Low	Med	High
What is the <b>cost</b> of a new system license or salary for individuals implementing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What amount of time is required by all teams to <b>set up</b> this process improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long will it take to <b>roll out</b> the new process to other stakeholders ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How much time will it take <b>to maintain</b> the new process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Score:

**Notes:**

**3 Process Improvement Benefit**

**Scores once process improvement is in place.**

	0	1	2	3
	N/A	Low	Med	High
<b>How much time</b> does the new process save for App Admins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How many users</b> benefit from this new process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How much of an impact</b> does this new process have on <b>the users</b> of the system?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How much of an impact</b> does this have for <b>the students</b> served?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Score:

**Notes:**

## Cost Benefit Calculations

$$\begin{array}{ccccc}
 \boxed{\phantom{00}} & - & \boxed{\phantom{00}} & = & \boxed{\phantom{00}} \\
 \text{Benefit} & & \text{Cost} & & \text{Efficiency} \\
 \text{Score} & & \text{Score} & & \text{Total Score}
 \end{array}$$

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**1 Capacity Buster**

*Describe your issue:*

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**Process Improvement Ideas**

  

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Score:

**Notes:**

  

**3 Process Improvement Benefit**

**Scores once process improvement is in place.**

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	N/A	Low	Med	High
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Score:

**Notes:**

## Cost Benefit Calculations

$$\begin{array}{ccccc}
 \boxed{\phantom{00}} & - & \boxed{\phantom{00}} & = & \boxed{\phantom{00}} \\
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Use the scale 0-3 to score your capacity busters and process improvement ideas. Consider a score of 0 = none/not at all, 1 = low cost/impact, 2 medium cost/impact, 3 high cost/impact.

**1 Capacity Buster**

*Describe your issue:*

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---

---

*Can this be changed? \_\_\_\_\_*

*If yes, describe your ideal state:*

---

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**Process Improvement Ideas**

  

**2 Process Improvement Cost**

**Process Improvement under consideration** \_\_\_\_\_

	0	1	2	3
	N/A	Low	Med	High
What is the <b>cost</b> of a new system license or salary for individuals implementing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What amount of time is required by all teams to <b>set up</b> this process improvement?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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How much time will it take <b>to maintain</b> the new process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Score:

**Notes:**

  

**3 Process Improvement Benefit**

**Scores once process improvement is in place.**

	0	1	2	3
	N/A	Low	Med	High
<b>How much time</b> does the new process save for App Admins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<b>How much of an impact</b> does this have for <b>the students</b> served?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Score:

**Notes:**

## Cost Benefit Calculations

$$\begin{array}{ccccccc}
 \square & - & \square & = & \square \\
 \text{Benefit} & & \text{Cost} & & \text{Efficiency} \\
 \text{Score} & & \text{Score} & & \text{Total Score}
 \end{array}$$

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# Creating Efficiency

## Example

Use the scale 0-3 to score your capacity busters and process improvement ideas. Consider a score of 0 = none/not at all, 1 = low cost/impact, 2 medium cost/impact, 3 high cost/impact.

**1 Capacity Buster**

*Describe your issue:*  
*Endless user questions! Several were covered in the training!*

*Can this be changed? \_\_ Yes \_\_\_\_\_*

*If yes, describe your ideal state:*  
*My advisors would help answer each other's questions and only send me the issues to report to EAB!*

**Process Improvement Ideas**

Ticketing service

Shared inbox

Centralized FAQ

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**2 Process Improvement Cost**

**Process improvement under consideration** *Centralized & Shared FAQ*

	0	1	2	3
	N/A	Low	Med	High
What is the <b>cost</b> of a new system license or salary for individuals implementing?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What amount of time is required by all teams to <b>set up</b> this process improvement?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How long will it take to <b>roll out</b> the new process to other stakeholders ?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How much time will it take <b>to maintain</b> the new process?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Notes:**

*Box note or wiki will crowd-source the answers and also serve as a reference for others. Individual tickets are not viewed by others with the same question and would require another step for me to turn those questions into a visible FAQ.*

Score: 3

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**3 Process Improvement Benefit**

**Scores once process improvement is in place**

	0	1	2	3
	N/A	Low	Med	High
<b>How much time</b> does the new process save for App Admins?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>How many users</b> benefit from this new process?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<b>How much of an impact</b> does this have for <b>the students</b> served?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Notes:**

Score: 6

### Cost Benefit Calculations

$$\begin{array}{ccccccc}
 \boxed{6} & - & \boxed{3} & = & \boxed{3} \\
 \text{Benefit} & & \text{Cost} & & \text{Efficiency} \\
 \text{Score} & & \text{Score} & & \text{Total Score}
 \end{array}$$

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# Efficiency Audit

Capacity Buster \_\_\_\_\_

Process Efficiency \_\_\_\_\_

Use this worksheet to write out the details required to implement the process efficiency selected. Distinguish the onetime implementation details vs. the ongoing support required once the process is in place.

Category	Implementation	Ongoing
<p><b>Who</b></p> <p>Who needs to be involved in the initial setup of the new process? Who will be involved ongoing?</p>	<div style="border: 1px dashed gray; min-height: 680px;"></div>	
<p><b>What</b></p> <p>What steps are required for implementation? What steps will be followed for ongoing use of this new process?</p>		
<p><b>Where</b></p> <p><i>What systems will this take place in?</i> <i>Do any require purchase approval? Consider new implementation times based on this.</i></p>		
<p><b>When</b></p> <p><i>Timeline for implementation</i> <i>Timeline for rollout/switch-over from current process</i></p>		
<p><b>Why</b></p> <p><i>Define your elevator pitch for all involved to understand the importance/need for this change.</i></p>		

## Capacity Buster: *Endless User Questions*

## Process Efficiency *Shared FAQ Resource*

Use this worksheet to write out the details required to implement the process efficiency selected. Distinguish the onetime implementation details vs. the ongoing support required once the process is in place.

Category	Implementation	Ongoing
<p><b>Who</b></p> <p>Who needs to be involved in the initial setup of the new process? Who will be involved ongoing?</p>	<p><i>App Admin, Train the Trainers</i></p>	<p><i>App Admin, Train the Trainers, all End-Users</i></p>
<p><b>What</b></p> <p>What steps are required for implementation? What steps will be followed for ongoing use of this new process?</p>	<p><i>Set up a "Living Navigate360 FAQ." Include instructions on how users should use "Control F" to search for their specific questions or key words of interest, before creating a new entry if needed.</i></p> <p><i>Create a checkbox to indicate if this is a site issue for me to raise to EAB.</i></p>	<p><i>App Admin &amp; Train the Trainers share in responses.</i></p> <p><i>End-users are expected to answer any unanswered questions or add tips to questions with existing suggestions that may help their colleagues.</i></p> <p><i>App Admin to follow up on site issues</i></p>
<p><b>Where</b></p> <p><i>What systems will this take place in?</i></p> <p><i>Do any require purchase approval? Consider new implementation times based on this.</i></p>	<p><i>Create a Box note in Navigate360 folder with existing training resources</i></p>	<p><i>Place links to this document in training guides to make very visible!</i></p> <p><i>Print out reminder slips to post by their computer.</i></p> <p><i>Add link to my email signature! Consider adding to Train the Trainer's signatures as well.</i></p>
<p><b>When</b></p> <p><i>Timeline for implementation</i></p> <p><i>Timeline for rollout/switch-over from current process</i></p>	<p><i>Set up over month of February and launch at the start of March.</i></p>	<p><i>Create subscriptions or email notifications for App Admin and Train the Trainers to receive an alert when a new update is made.</i></p>
<p><b>Why</b></p> <p><i>Define your elevator pitch for all involved to understand the importance/need for this change.</i></p>	<p><i>There are more questions than one individual can get to. In a shared FAQ, users can receive answers more quickly to continue serving students!</i></p>	<p><i>As App Admin, I can tend to site issues more quickly, and as end-users, tips and tricks can be shared across all!</i></p>