



What we do?

AVDI team provides audiovisual installation, upgrades, design and maintenance services to more than 65,000 students,

PROJECT TEAM

Project Sponsor: Media Services, ITS
 Project Manager: Prachi Raheja
 Process Owner: AVDI Lead, Arturo Acevedo
 Team members:
 Fred Marques
 Jeffrey Roeser
 Tim Walsh
 John Belluzzi
 Coach:
 Ric Van Der Linden

staff, faculty, administrative departments, anyone who consumes AV services in classrooms, lecture halls, and presentation spaces on the UCSD campus, Medical Education Center, Jacobs Medical Center, Jacobs School of Engineering, Biomedical Research Facility, Scripps Institute of Oceanography. Customers want to have quick turn-around on quotes, minimize installation time, accurate billing, timely invoicing, high quality of expertise and installation.

Problem statement

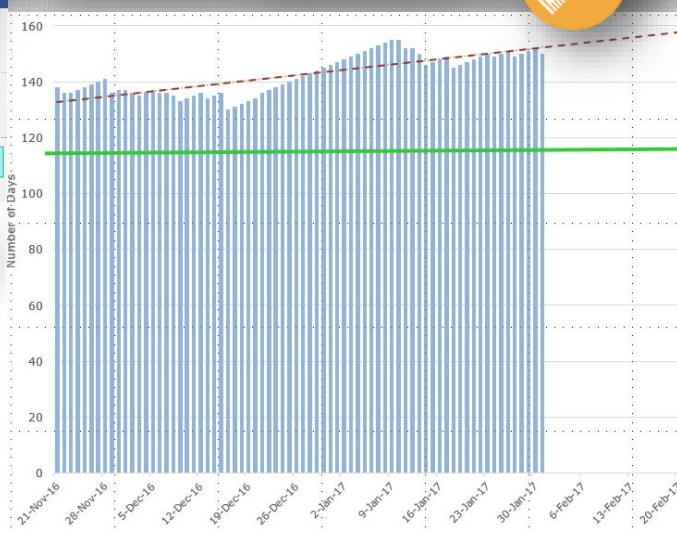
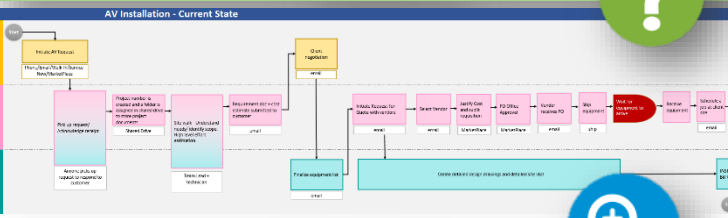
High cycle time for installation; inconsistent processes to manage installation requests affecting customer experience, team satisfaction and ability to manage high volume of work.

Goal To reduce design & installation cycle time by at least 15% by June 2017 by implementing tools, techniques and standard work making AV design and installation more efficient, precise, clear and repeatable process.

Define

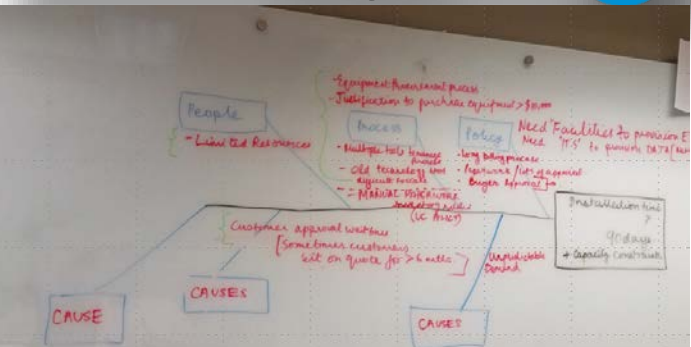


Measure



Avg .Installation cycle = 148 days

Analyze



Improve



Kaizen

Outcome:
 Completed detailed process flow map, identified steps that require focus, made decision to repurpose existing resources to create "project coordinator" role.

JIRA Kanban board

Outcome:
 Put the power of Issue management tool – JIRA, to use
 Simplified project creation and tracking process

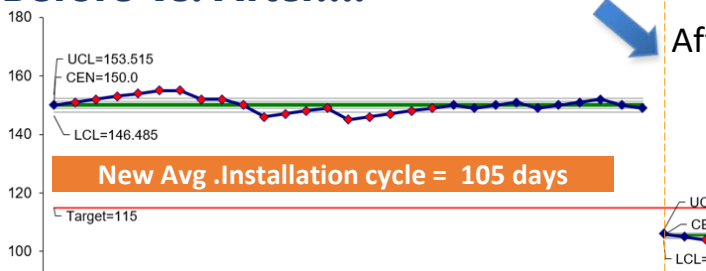
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Outcome:
 Significantly reduced waste of wait time and motion.
 Safe, Organized, Uplifted Storage area and workspace

INVENTORY

Outcome:
 Significant reduction in inventory costs
 Significant reduction in equipment wait time

Before Vs. After....



Control



- A control is designed for each improvement to ensure that process doesn't revert back to its original state.
- 8 areas of improvement identified, owners assigned, checklists created.
- For each control, reaction plan prepared to address situations in case process goes out of control

Results achieved:

- Achieved \$260,773.87 annualized savings YOY
- Reduced installation cycle time by 26.67%
- 1 FTE = Repurposed existing resources to create a new "Project coordinator" role
- Increased employee satisfaction
- Increased safety and reduced waste at workplace

