

Module 3 Case Study: Quality

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1. Quality Standards

Expectation	Requirement
1: Getting people to use the system.	90 percent of employees have logged into the system within two weeks after the system rolls out.
2: Improve user health	Monthly absenteeism rate to drop from 20-15 percent prior to 6 months of roll out.
3: Improve users health	Reduce the lost workday rate 15-20 percent within six months after the roll out.
4: Reduce healthcare costs	Reduce cost of sick leave from \$500000 to \$300000 prior to six months after roll out.
5: Reduce healthcare costs	Annual user compensation cost to be reduced from \$200000 to \$50000 within 6 months of roll out.
6: User friendly	Number of tasks completed by user to increase from 3 to 10 within one month after roll out.
7: User friendly	Increase the percent of useful documentation pages from 30% to 70% within 1 month after

	the system rolls out
8: Fast	Reduce the average number of clicks taken to achieve a task from 8 to 5 within 2 weeks after the system rolls out

2. Measure Progress

1: This requirement's progress will be measured by a training program where employees will log into the system and complete appropriate training practices. There will be tracking on what employees are taking part in the activities and for how long. Features will track the username, department, and more.

2: This requirement's progress will be measured by this formula: $(\text{Total number of lost absent during the month} / \# \text{ of users}) * (\# \text{ of workday in the month} * 100)$. There will be data collected containing a list of absent employees.

3: This requirement's progress will be measured by a feature that tracks specific data regarding employee lost work days. This could include employee ID's, reasons for absence, number of lost workdays and more.

4: This requirement's progress will be measured by this formula: $(\text{difference in sick time before and after program participation}) * (\text{hourly pay per week})$.

5: This requirement's progress will be measured by a feature that tracks and performs calculations regarding annual and weekly user compensation.

6: This requirement's progress will be measured by: $(\text{number of tasks completed}) / (\text{total tasks})$.
Software will be deployed to track these tasks.

7: This requirement's progress will be measured by: $(\text{number of users who used/rated the documentation}) / (\text{total number of surveys completed})$. There will also be a survey of the usefulness of the given documentation.

8: This requirement's progress will be measured by: $(\text{average number of clicks taken}) / (\text{total clicks})$.

3. Pareto Chart

