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Problem analysis

System Improvement Objectives

1. Complete centralization of the date for all the locations throughout the country. As it stands the system has inconsistent data about the locations of the company. The locations that had implemented electronic practices in terms of organization, record keeping, and keeping track of tutors and clients were easy to incorporate to the system and there for their data has been transferred into the system. While locations that where using a hybrid practices such that included some electronical and some manual records had partial data enter the system. The data what was electronical while the manual data still hasn’t been incorporated. The locations that were doing everything manually are none existent in the system. A method which is consistent and meets company requirements must be developed to input the data from manual to electronic and then input that data into the system. Also if there are electronic systems in place at certain locations that were not able to be easily entered into the system methods should be created to allow the new system and the systems in place at certain locations to communicate and consolidate. Consolidating all of the locations would increase data accuracy by 35%.
2. Expand the data that is captured by the system. They system currently in place doesn’t capture all the information that company would like to have access to so this aspect of the system has to be expanded. The company needs to have accurate records from every location so that in turn that company can have accurate records. The system would have to be expanded to capture more data about the tutors, the clients, tutoring sessions, and locations themselves.
3. The system currently in place doesn’t have the ability to manipulate the data it records. The new system should be able to manipulate the data it captures. The system needs the ability to update existing tutoring sessions. The system need the ability to make changes to sessions as they develop. The system should be able to update changes in the sessions. Changes such as a change of location and change in time. It should also be able to make substitutions for tutors in the case that they are unable to make it to a particular session. The system also needs to be able to provide late notification to both the client and the tutor.
4. The supply needs for the locations is not currently tracked. The new system should be able to track the amount of supplies each location has and make automatic orders for certain items for certain locations when the supplies get low. This would involve implementing a certain tracking system for the supplies.
5. The state test scores of the individuals who were tutored by the company are not tracked. These scores need to be tracked and input into the system so that the company can assess the quality of the tutoring being given at their locations. If the test scores are low then maybe it perhaps to replace tutors or have the tutors improve their tutoring skills in order to continue on with the company. Test scores are high then the company would like to know in what locations the test scores are high so that they can study the tutoring practices and procedures to reproduce them in other location to yield high test results. Tracking the scores of the individuals who consistently received tutoring from the company or prepared for a state examination through the services of the company would lead to more accurate advertising which could lead to an increase in revenue.