

ENSE 470, Milestone 2

Team : ENSE Master Race

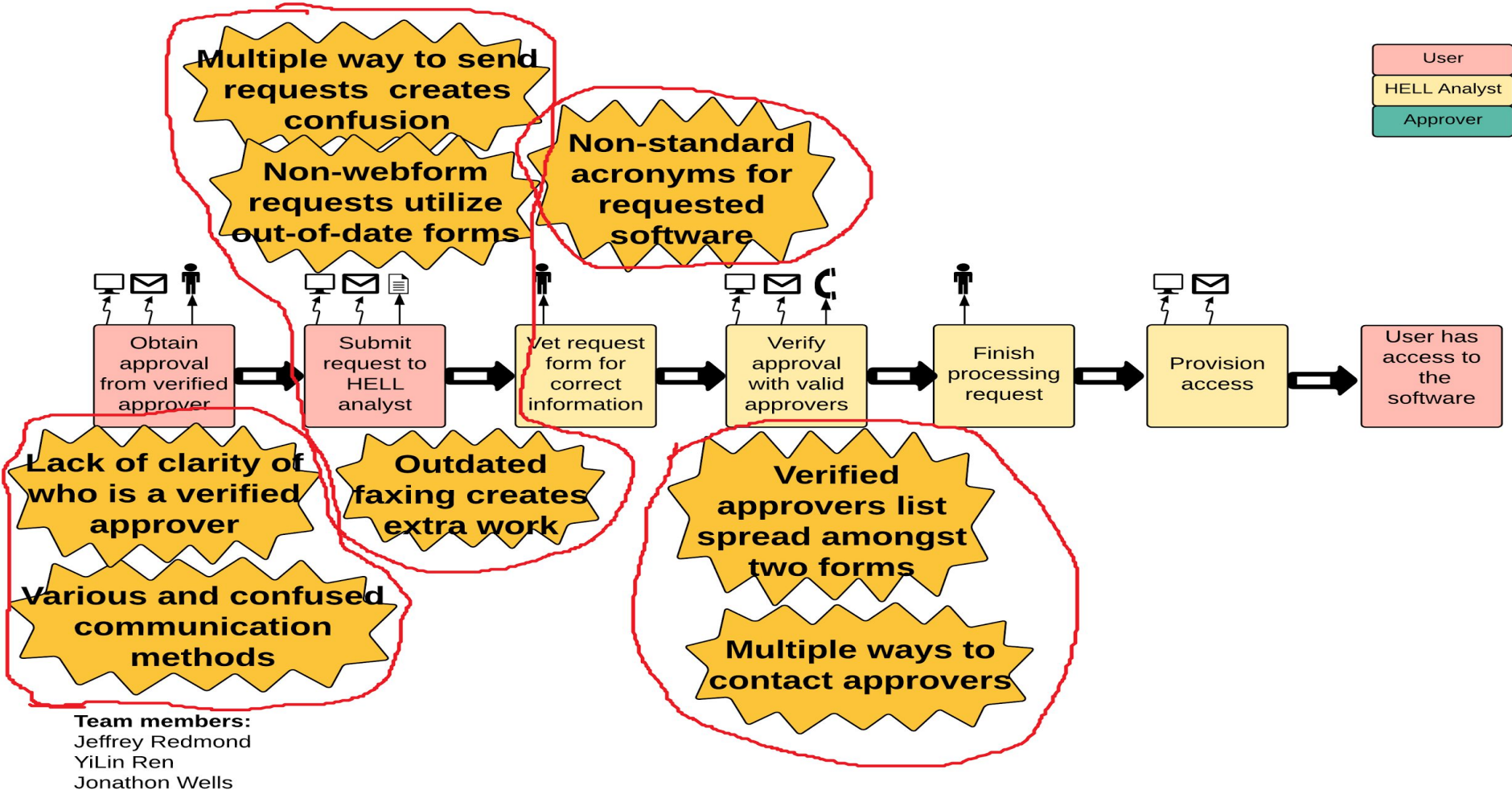
Jeff Redmond

Jonathon Wells

Yilin Ren

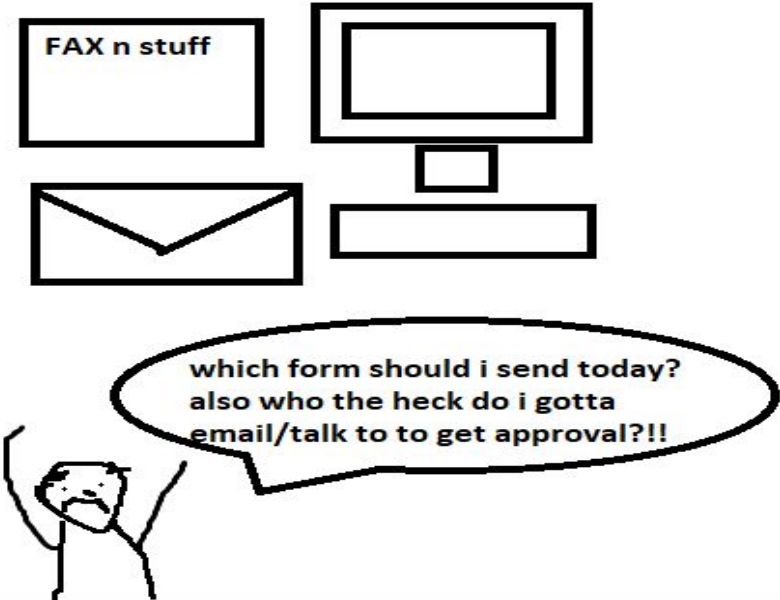

Jan 22 2018





Idea Sheet

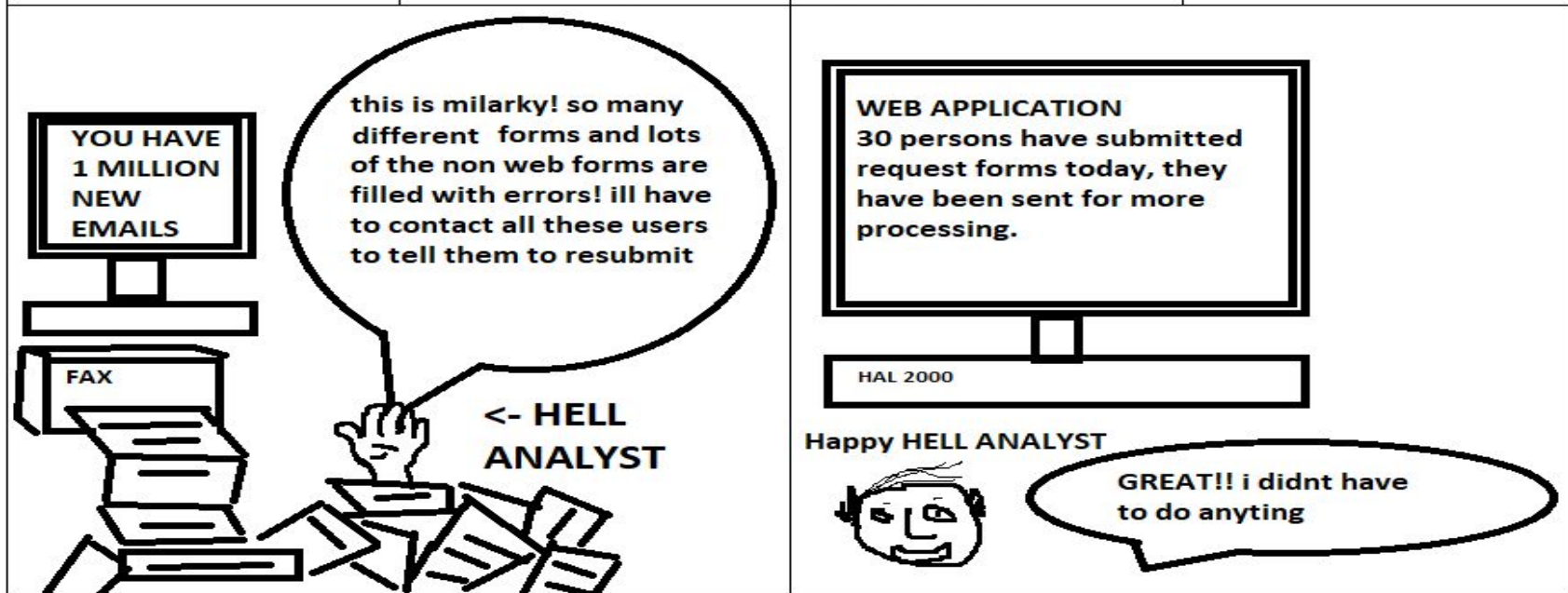


Participant Name: Jane Doe	Kaizen Burst Problem: Multiple ways to submit form and lack of clarity who is a verified approver	Solution: Only use a Webform, and have the web app deal with contacting the approver	Benefit to staff/customer: Less work for both the user and staff, time and resources saved
			

Idea Sheet


Category: User Submission,
Request Handling

Participant Name: BOB the HELL analyst	Kaizen Burst Problem: numerous ways to receive forms, non webforms often have wrong info, increases wait times for user	Solution: only use the provided web application	Benefit to staff/customer: saves time error checking for analyst, decrease wait times for users
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Idea Sheet

Participant Name: user Joe and analyst Fred	Kaizen Burst Problem: Non-standard acronyms for software can cause confusion and reduce efficiency	Solution: The webform application will use a standard name for the software	Benefit to staff/customer: saves time, and makes things easier for the Analysts.
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JOE

Time to send in my fax form so i can get my versions of "OMG" and "FML" as well as "HUH"



FRED

OMG WFT? I dont understand what these acronyms are...

www.govformsarecoolmostofthetime.com

Select software:

OMG

Operating Map of Ga...

Observation(v1)

Original Record of La...

Reason for request:

Fav. cereal: ☒ Fruit loops ☐ other gargabe

HAL. 2000 home/office computer

Idea Sheet

Category: Approval

Participant Name:

analyst Fred and
approver Joy

Kaizen Burst Problem:

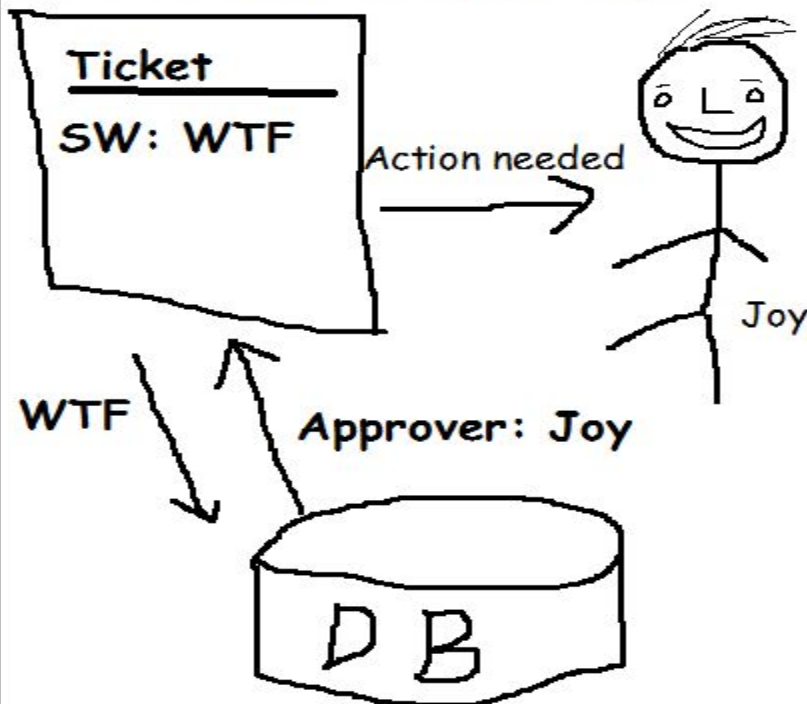
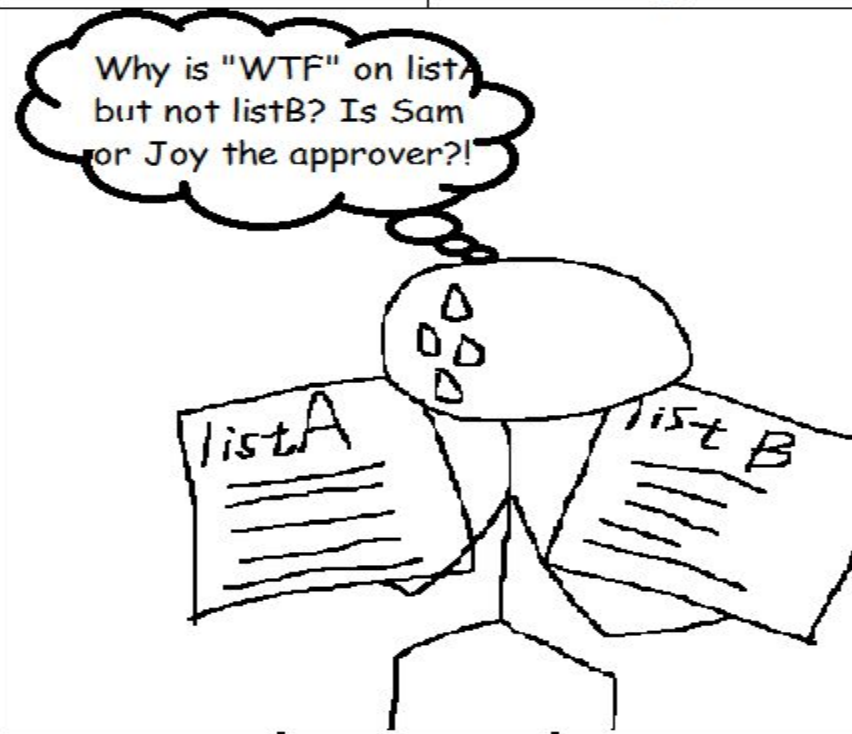
two forms makes it is
hard to find the
associated approver

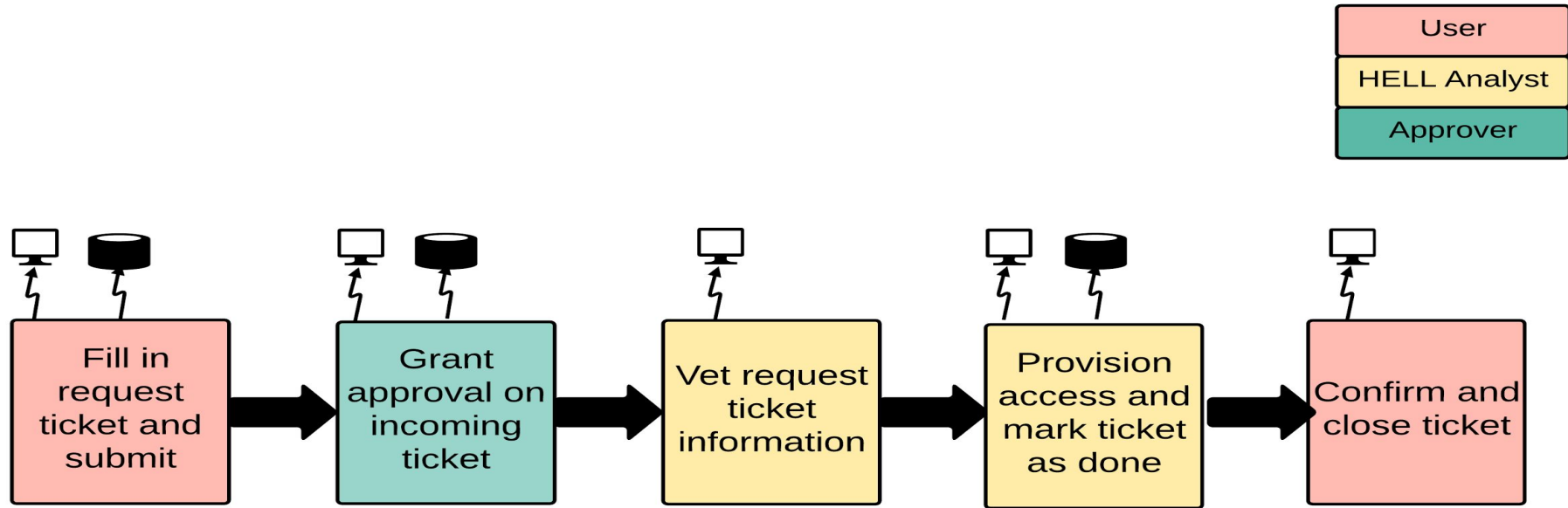
Solution:

Only one list of approvers
is stored and the
approver is automatically
contacted by the system

Benefit to staff/customer:

Removes a confusing
step for the analyst,
reduces hands-on time
for each ticket





Team members:

Jeffrey Redmond
YiLin Ren
Jonathon Wells



Reflection

- How did you feel about this milestone? What did you like about it? What did you dislike?
 - It was very easy to divvy up the work. Drawing in Microsoft Paint with a mouse is *not* easy or pleasant
- What did you learn about yourself as you collaborated and worked through this milestone?
 - We work smoothly together.
- How will you use what you have learned going forward?
 - The idea sheets are a handy way to expand on the Kaizen bursts without being too wordy; they may be useful when identifying solutions for future projects.
- What “stuff & things” related to this milestone would you want help with?
 - Not much, it was pretty straightforward.