

ENSE 470 - Milestone 2

Group Name: GLHF

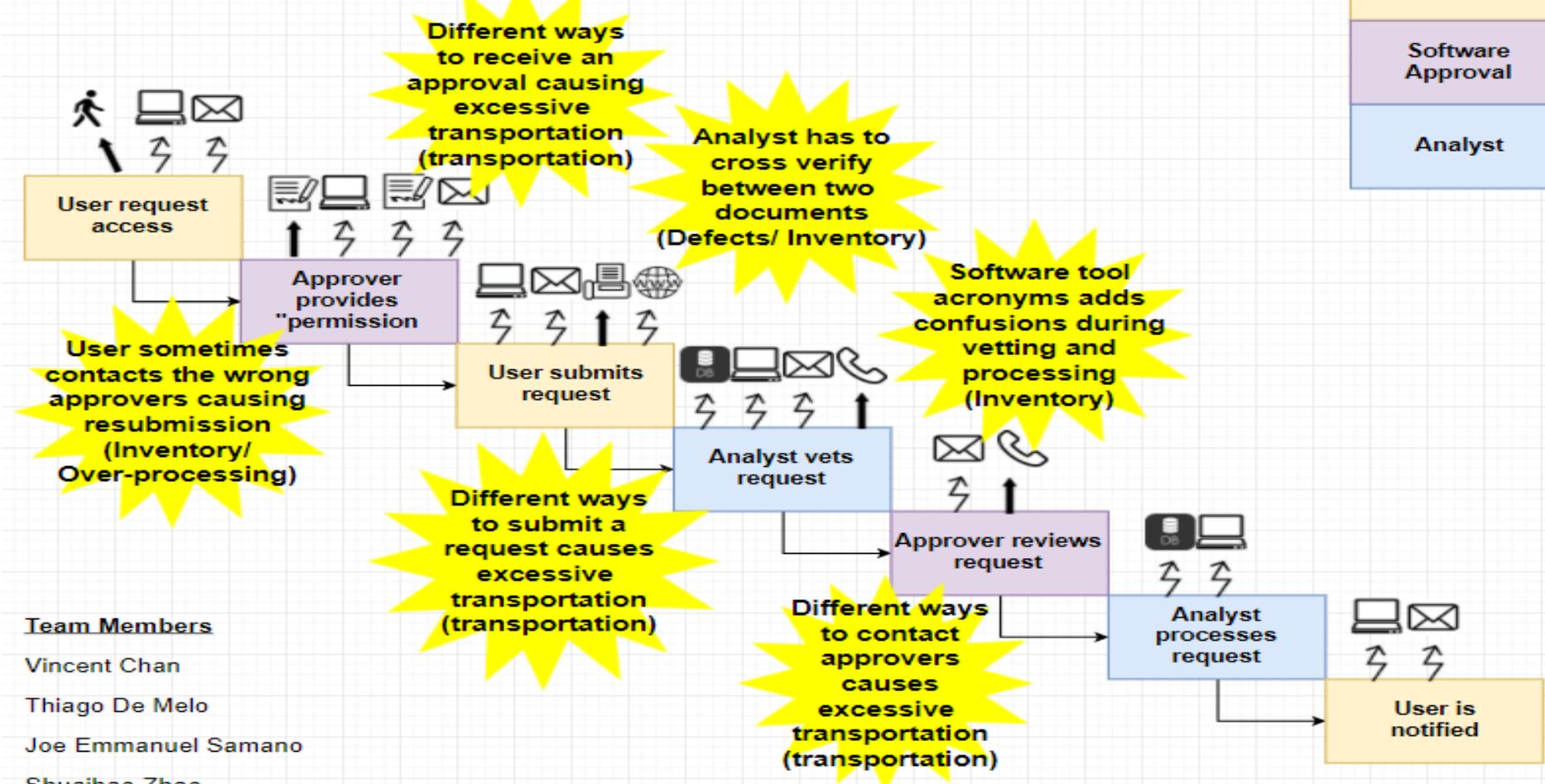
Group Members:

- Vincent Chan
- Thiago De Melo
- Shuaihao Zhao
- Joe Emmanuel Samano

January 25, 2018

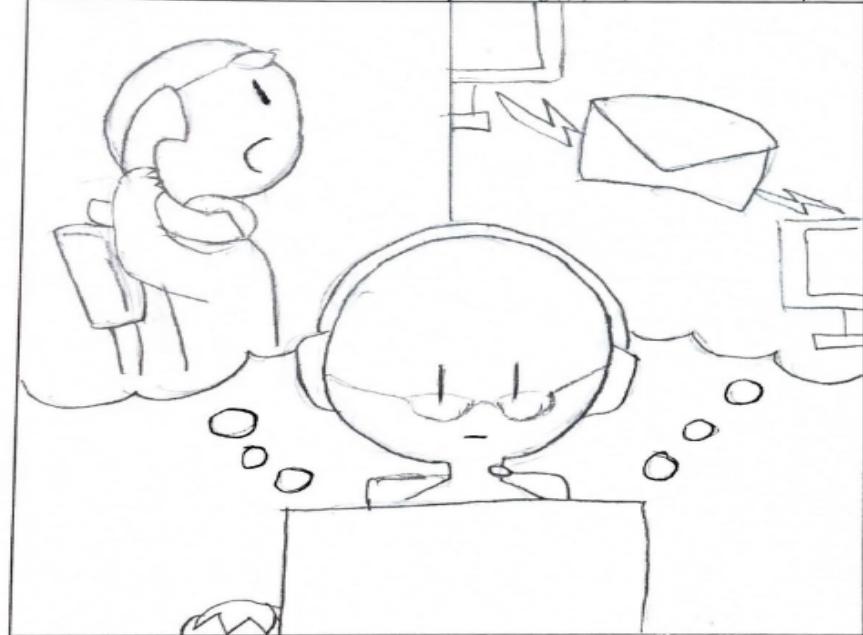
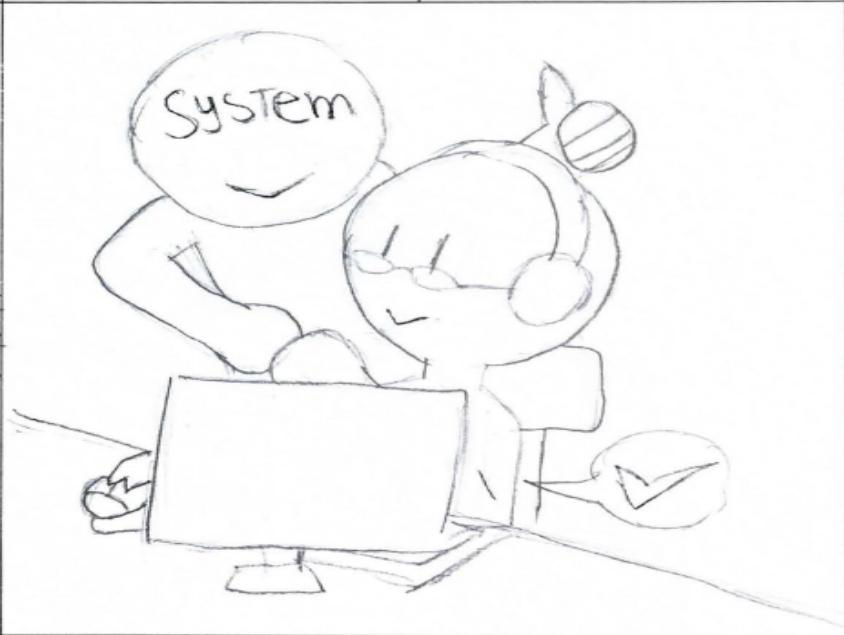
Current State Map: Software Tool Request Service

From user requesting access to user request is complete



Theme 1: Too many options

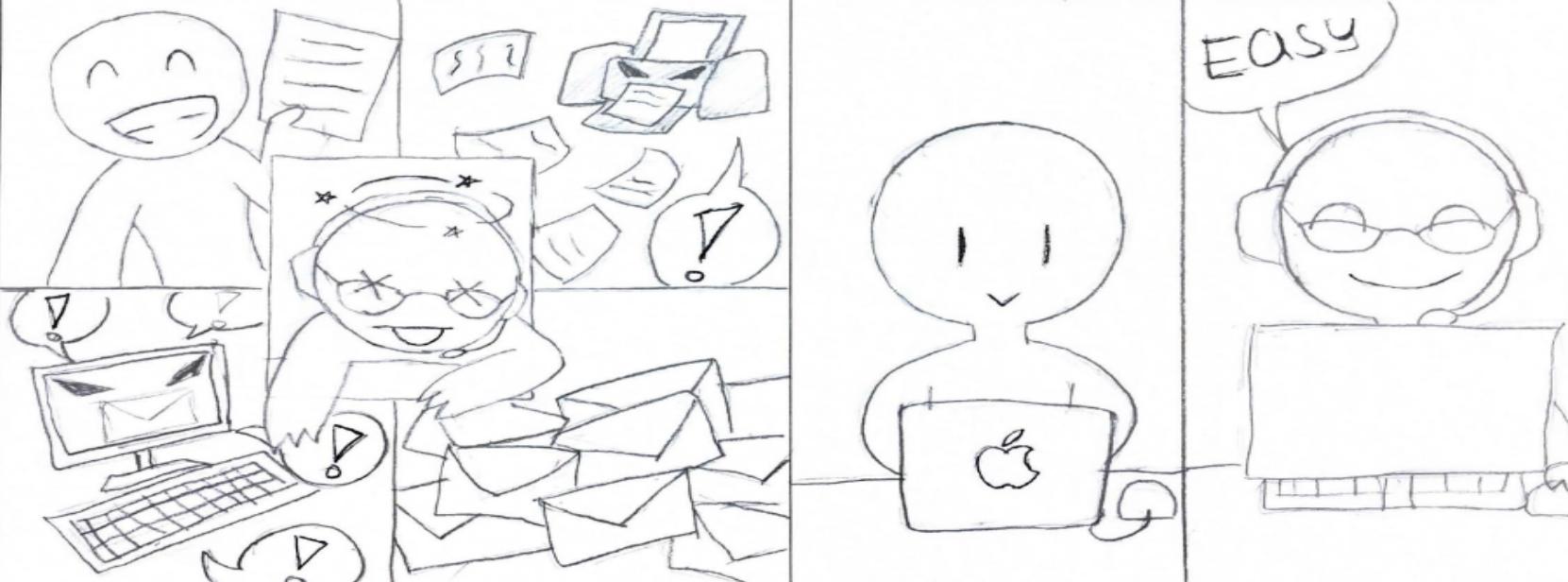
Idea Sheet

Participant Name:	Kaizen Burst Problem:	Solution:	Benefit to staff/customer:
GLHF	DIFFERENT WAYS TO CONTACT APPROVERS causes excessive TRANSPORTATION	HAVE THE SYSTEM make sure THAT IT IS VERIFIED BY APPROVER	easy process and saves time
			

Idea Sheet

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Participant Name:	Kaizen Burst Problem:	Solution:	Benefit to staff/customer:
GLHF	Different ways to submit a request causes excessive transportation	use webform	Allows easy process and save time EASY)



Idea Sheet

Participant Name: GLHF	Kaizen Burst Problem: Different ways to receive an approval causing excessive transportation (using digital signature)	Solution: Using one standard way to receive an approval (using digital signature)	Benefit to staff/customer: Allows the approver to handle software tool request in a more timely and easy manner. Saving time as well
<p>HURRY UP!!</p> <p>THIRTY MORE CLIENTS GOOD LUCK</p> <p>LIST BOSS</p> <p>EASY —</p> <p>WORK DONE + BASE</p>			

Theme 2: Unified System

Idea Sheet

Participant Name:	Kaizen Burst Problem:	Solution:	Benefit to staff/customer:
GLHF	Analyst has to cross verify between two documents	Simply combine two documents together to make it easier for the analyst.	saving time and energy.

Analyst has to cross verify between two documents

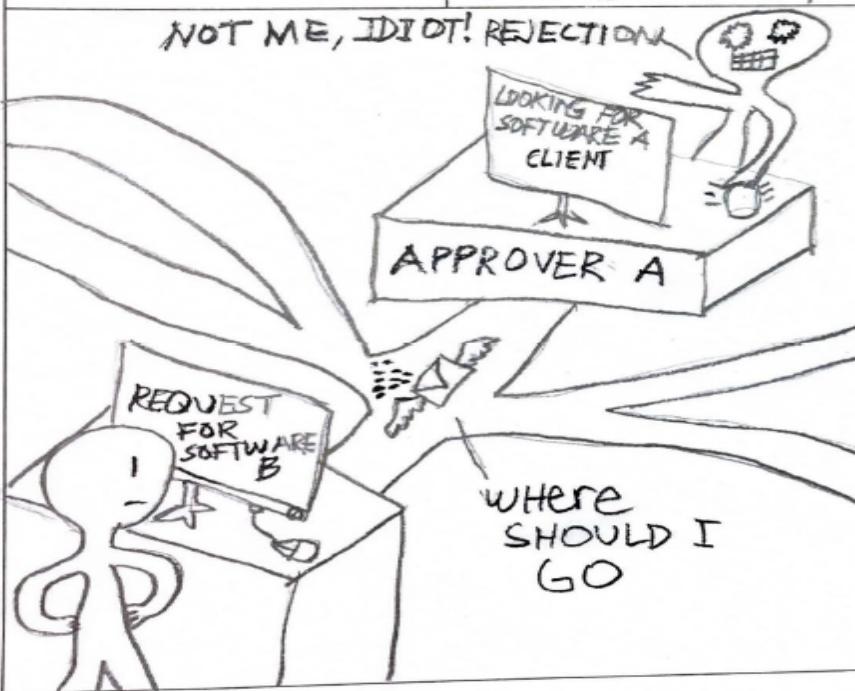
Simply combine two documents together to make it easier for the analyst.

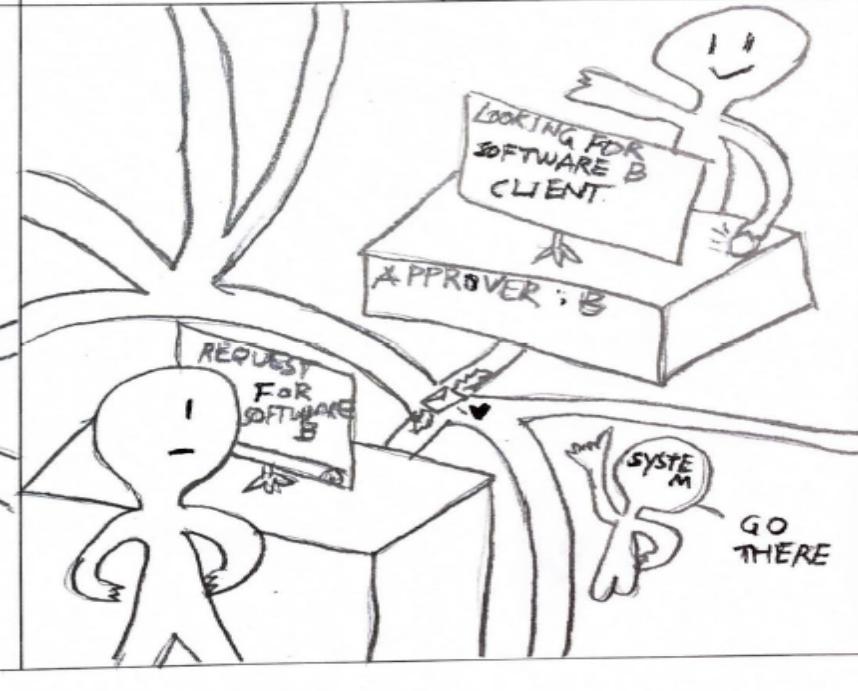
saving time and energy.

Idea Sheet

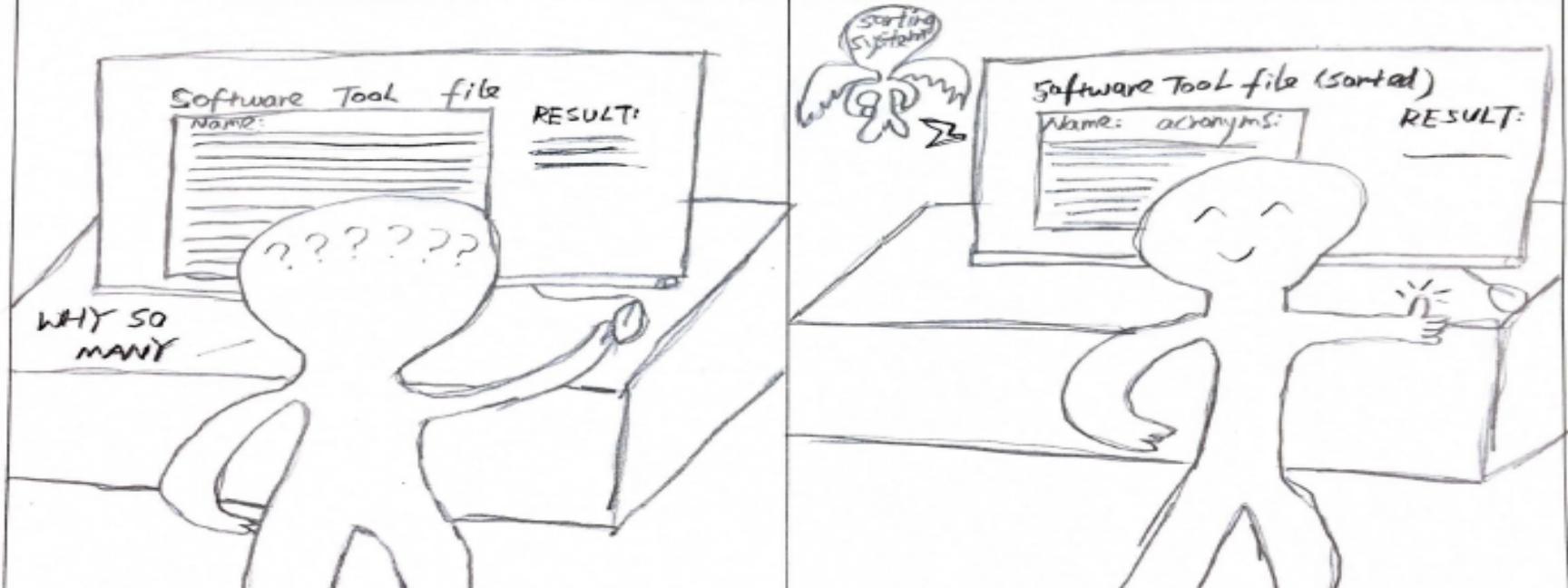
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Participant Name:	Kaizen Burst Problem:	Solution:	Benefit to staff/customer:
GLHF	Kaizen Burst Problem: USER SOMETIMES CONTACT WRONG APPROVER CAUSING RESUBMISSION	Solution: USING SYSTEM TO CONNECT THE RIGHT APPROVER THAT THE CLIENT IS ACTUALLY LOOKING FOR	Benefit to staff/customer: - SAVING TIME - REDUCE THE CHANCE TO RESUBMISSION





Idea Sheet

Participant Name: GLHF	Kaizen Burst Problem: Software tool acronyms adds confusions during retting and processing	Solution: clients have to provide the acronyms and the full name and the system will search the right one.	Benefit to staff/customer: Less time and energy consuming
			

Future VSM

Future State Map: Software Tool Request Service

From user requesting access to user request is complete

Wrong Approver:
Waste Eliminated
- User wait time
- Over-processing
- Unneeded Movement



Different Approval Types:
Waste Eliminated
- Signature inventory
- Over-processing
- Signature transportation



Different Approver Files:
Waste Eliminated
- Defects
- Over-processing
- File Inventory



User request access



Approver provides "permission"



Analyst processes request



User is notified

Different Submission Types:
Waste Eliminated
- Submission transportation
- Over-processing

Different Means of contact:
Waste Eliminated
- Analyst Waiting
- Over-processing

Team Members

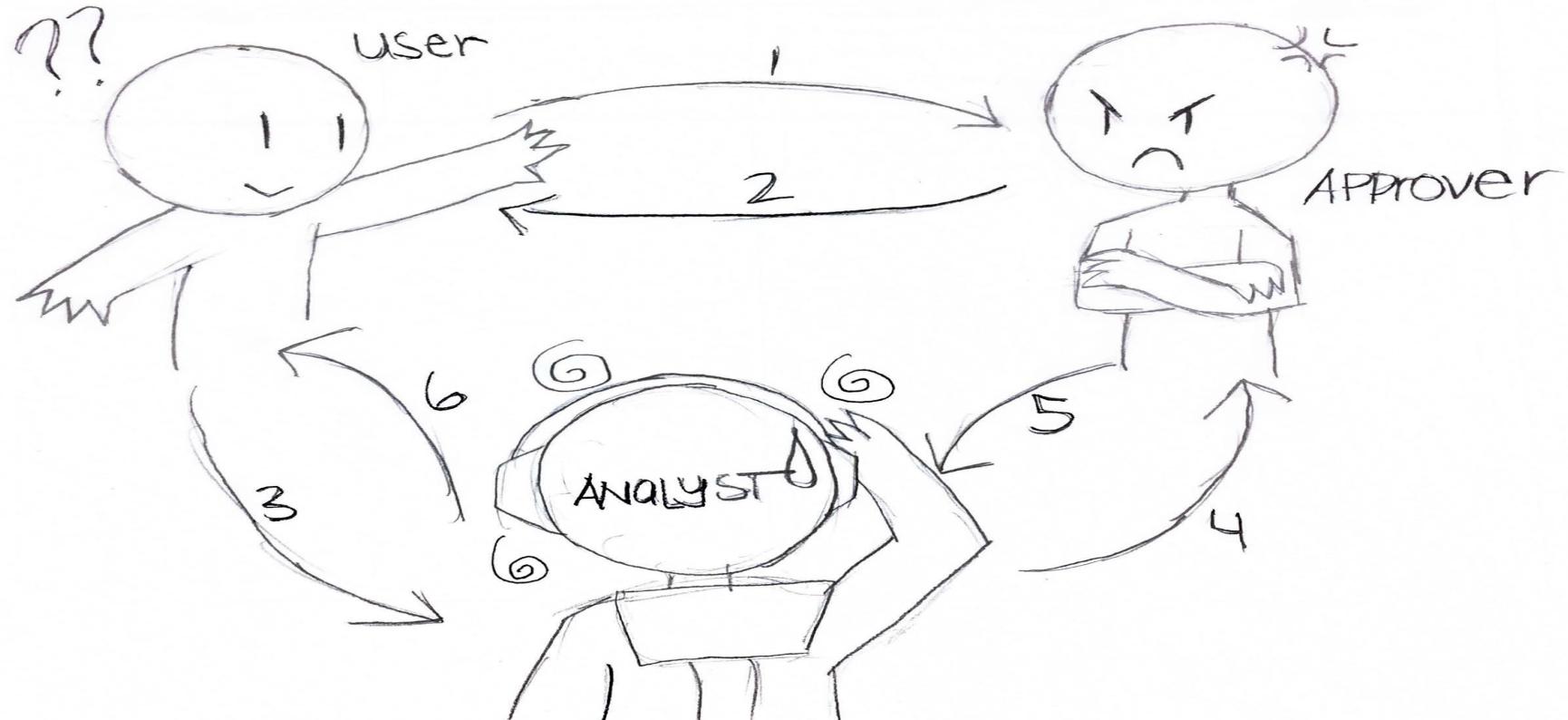
Vincent Chan

Thiago De Melo

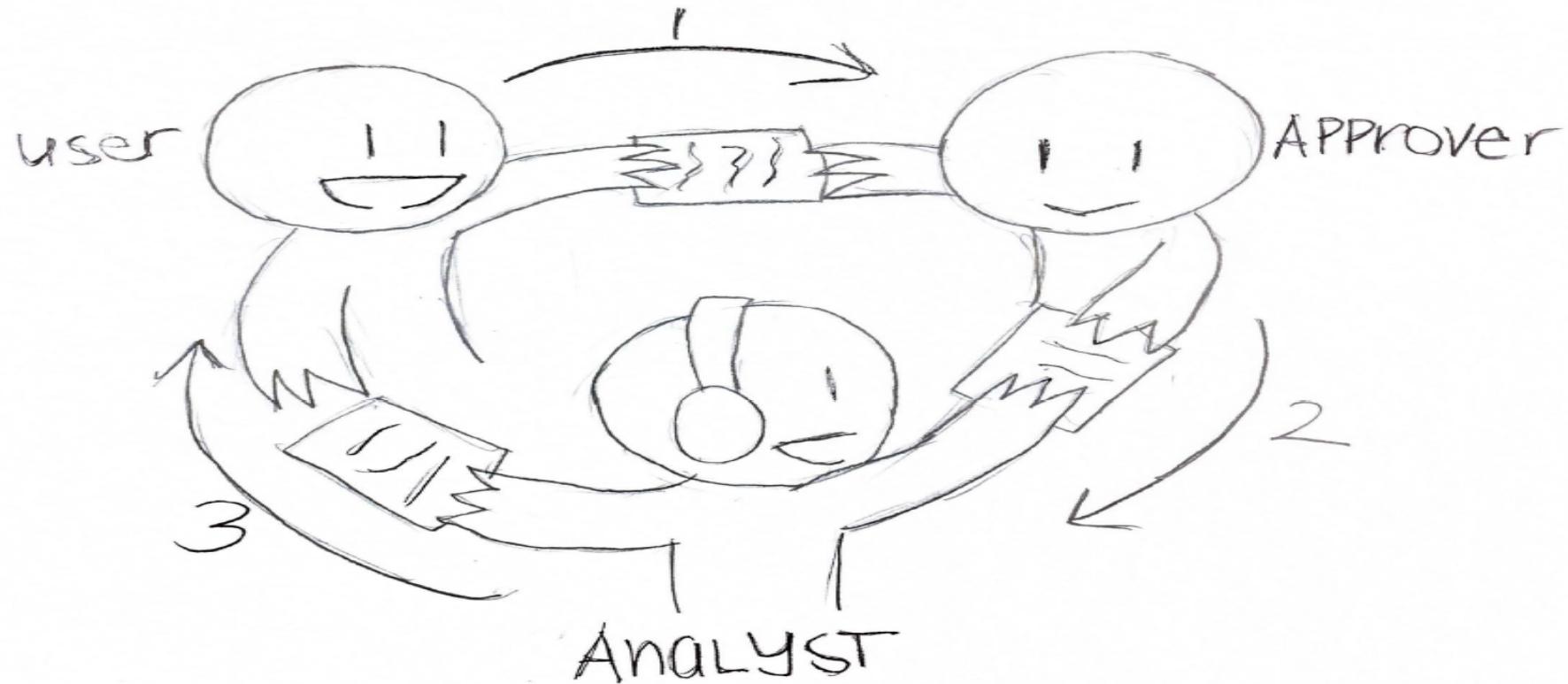
Joe Emmanuel Samano

Shuaihao Zhao

Current VSM Process flow



Future VSM Process flow



Group Reflection

- How did you feel about this milestone? What did you like about it? What did you dislike?
 - Difficult getting started.
 - Helps with visualizing the solutions to the Kaizen problems.
 - Updating the Future VSM with respect the idea sheets
- What did you learn about yourself as you collaborated and worked through this milestone?
 - Everyone has different ideas for solutions. Solutions were chosen based on a group consensus. Group members has different insights which helps guide us to our FSM
- How will you use what you have learned going forward?
 - We can use this to make improvements to an existing process
 - Can use to help visual the whole process and to develop the software solution
- What “stuff & things” related to this milestone would you want help with?
 - Unsure whether an idea sheet for one kaizen burst solves another kaizen bursts as well.