Business Process Improvement plan:

Decrease days late to work

# Problem Statement

Meeting organized by me during early hours of the work sometimes are not started on time causing extended than allotted time or getting postponed indefinitely as the time left to meetup is not enough. This behavior impacting the productivity of the team as these early day meetings are focused on getting an action plan that can be executed rest of the day. In the last month team spent more than 50% of allotted time during the meetings scheduled in the early hours of the work.

# Business Impact

As of today, its observed that 2 meetings are impacted every week, causing loss of 1.5hrs productivity loss (one about 30 min extension time, other about reschedule existing meeting) per team member per week. For a team of 8 people, yearly productivity loss is about 624hrs (52wk \* 8 team\* 1.5hr). Assuming $80 per hour rate for a software engineer, cost of the loss of productivity is about $49,920 per team per year. A small-to-medium sized company will have about ~25 teams, considering about 50% of teams has this problem, this amounts to $624,000 loss per year.

If meetings scheduled are started and finished on time, a medium sized company can save about 780k per year.

# Goals

There are 2 high level goals to achieve the desired effect of starting meetings on time.

1. Ensure meeting organizer comes to office early.
2. Ensure enough time available before meeting to prepare for the meeting.

**Objective** of this improvement plan is to make sure meeting organizer reaches office by 7:30AM.

# Project Scope

All the processes involved are related to meeting organizer daily routine, which may need to be improved to achieve the desired result of getting to office early enough to start meetings on time. To help with this, organizer daily routine is divided into processes which will be observed and improved.

## In Scope

1. This improvement plan is intended for meeting organizer only.
2. Only workdays are considered for the improvement plan.

## Out of Scope

1. If organizer is on on-call duty, those days are not considered for the improvement plan.
2. Weekends, vacation are out of scope.
3. Preparation of incoming meeting is not in scope.
4. Work from home days are not in scope.

# Team

For this project Srihari Busam would be the sole planner, executor of the process improvement plan. Srihari Busam will observe the current processes and takes measurements for analysis and improvement as per the plan outlined in this document.

# Project plan

|  |  |  |  |
| --- | --- | --- | --- |
| Work item | Assigned To | Start Date | End Date |
| **DEFINE**   1. Team launch 2. Problem definition worksheet 3. Timelines 4. Process map | Srihari Busam | 7/4/2019 | 7/7/2019 |
| **MEASURE**   1. Take pre-measurements, observations related to the processes outlined | Srihari Busam | 7/8/2019 | 8/2/2019 |
| **ANALYZE**   1. Analyze pre-measurement results 2. Identify target improvements to the processes involved | Srihari Busam | 8/2/2019 | 8/4/2019 |
| **IMPROVE**   1. Implement process improvements 2. Take measurements, analyze | Srihari Busam | 8/5/2019 | 8/30/2019 |
| **CONTROL**   1. Check desired goals are reached, identity further changes to processes to improve | Srihari Busam | 9/1/2019 | <Continuous> |

# Process Map

A close up of a logo

Description automatically generated