



EXAMPLE PROJECT CLOSEOUT REPORT

PEOPLE PROGRAM PLANNING AND PROCESS IMPROVEMENT PROJECT

Initial Assessment of Needs

The intent of this project, as outlined in the project charter dated 11.20.09, was “to bring PEOPLE Program staff and leaders together to articulate an identity for the mission and vision of the program and to set measurable goals and objectives to meet the program’s mission and vision.”

Project deliverables were to include:

- Mission statement
- Vision statement
- Strategic priorities
- Scan of program processes in Pre-College, College and Administration areas
- Action plans with work teams identified to implement them
- Templates and suggestions for how the PEOPLE program can conduct process improvements to increase program efficiency

Activities and Results

Office of Quality Improvement consultants planned and facilitated meetings and engaged with PEOPLE Program staff as follows:

- Pre-planning meetings with Program leaders (10/28/09, 12/17/09) and staff (1/5/10)
- Attend Area staff meetings to gather input on needs (12/7/09, 12/8/09, 12/15/09)
- Facilitate retreats (1/11/10, 1/19/10)
- Follow-up meetings with Program leaders (1/27/10, 2/17/10)
- Process improvement training and updates meeting with Team Leaders (3/1/10)

Action plans were drafted during the second retreat (1/19/10) and working groups were formed to finalize and implement the plans. These plans were typed and maintained by PEOPLE Program students and staff.

Documentation of decisions made during the retreats and resources for reaching Program goals were provided by OQI, including:

- Templates for managing team projects (charter, work plan, voice of customer analysis, meeting agenda, responsibility matrix)
- Process improvement guide
- Draft strategic plan
 - Mission
 - Values and operating principles
 - Vision
 - Strategic priorities and goals for 2009-2012
- Draft People Program decision pyramid/levels of authority
- Draft Program description matrix
- Retreat notes, including draft process flow charts

Next Steps

In order to realize the potential benefits from the time invested to date in developing a strategic plan and launching working groups, the PEOPLE Program will want to:

- Finalize, approve and disseminate a strategic plan
- Monitor working groups through the completion and close-out of assigned projects
- Document and implement the new processes resulting from the working groups
- Transition responsibility for maintaining the new processes to the process owners

For questions and/or further assistance, please contact Nancy Thayer-Hart at 263-6856, nthayerhart@wisc.edu.