Overview
The Executive Director of Alumni Operations, Jeff Kukitz, is looking to implement a workflow automation software to improve efficiency, introduce data tracking, and aid in capacity planning. The intent of implementing this software is to create opportunities for improvement in the daily processes of the Alumni Association. To aid in the understanding of process flow, the team performed gap analysis to evaluate current processes and develop standardized tracking processes.

Objectives
• Conduct meetings to gather information on current workflow
• Analyze proposed softwares for implementation
• Track projects to analyze current process time
• Generate workflow tracking metrics through modeling software (Simio)
• Develop plans for future analysis aimed at continuous improvement

Approach
The team used a DMAIC approach to tackle the objectives of the Alumni Association. The DMAIC statement guided systematic task completion for a clear focus on efficiency problems and improvements-
• Define- The Penn State Alumni Association would like to implement a workflow automation software to improve its production process.
• Measure- Conduct informational interviews with Alumni Association employees to gather information regarding process flows. Gather best projections of process flow times.
• Analyze- Data analysis conducted via simulation models to analyze cycle time, queue time, and worker capacities within the Alumni Association.
• Improve- Track individual processes in the workflow and brainstorm areas for improvement in efficiencies. Evaluate tracking metric output from simulation.
• Control- Outline logic used in simulation model and data tracking to pave way for continued process control and improvement steps.

Outcomes
The outcomes of this project were developing a methodology to track current process flows. As the Alumni Association implements their workflow automation software, the employees will utilize the simulation model (seen on the right), in conjunction with their software to measure and analyze how changes to the current system can improve efficiencies. The Alumni Association is looking to continue to utilize Learning Factory teams to aid in the future analysis.