

KAIZEN CHARTER FORM

Event Name: HPSC Student Nursing Program (RN) Application Process	Today's Date: November 4, 2013 <hr/> Process Starting Point: When student attends an Information Session. <hr/> Process Ending Point: Student is admitted or denied.
Leadership Team: Kathleen Watson, Associate Dean of Nursing, kwatson@everettcc.edu Jason Smith, Dean of Health Sciences and Public Safety, jsmith@everettcc.edu	
Schedule: TBD	Location: Shuksan Hall Room 219
Process Issues (Barriers, Obstacles, etc.): <ul style="list-style-type: none"> • Students are frustrated because their information is lost or unavailable too often. • All current information is in physical manila folders which can only be accessed by one person at a time. • The process is not user friendly to students as they do not have a way to track where they are in the process. • Errors are common with this process. • Current system is complex, entry requirements are not clear and students are getting incorrect and inconsistent advice from staff. • Faculty and administrative staff are frustrated with the demands of the current application procedure which hinders their ability to provide quality customer service to their students. 	
Objectives/ Deliverables (Measurable): <ul style="list-style-type: none"> • Reduce document "touches". • Utilize electronic processes to increase accuracy and availability of student information to staff and students. • Create user-friendly electronic data input forms for students and staff to enter progress data. • Define clear requirements and ensure entry process is transparent to students and staff. • Students who complete application requirements will be able to monitor their application status throughout the screening process. • Set standards and communicate process change to students to create trust and less frustration to students (i.e., e-mail notifications). • Enhance the level of customer satisfaction by providing nursing program staff with the tools necessary to meet student needs and expectations. • Create reports for staff that illustrate student progress in the application process. • Test new process with a nursing applicant test group (End Users). 	

Team Members:

Facilitator(s) / Photographer:

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Team Members:

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Kathy Watson (Alternate for Nancy Zoeller) Associate Dean of Nursing,
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Employees On Call:

No On Call Employees Identified

I, the Leadership Team, empower the Team Members to make changes in the process within the boundaries defined by this document (Signature and Date).