A New Year --

A New Lost or Found Process

A team set up to improve the Lost or Found process has decreased the number of process steps by half, while improving services to customers.

The team was organized during May to analyze the process and identify opportunities for improvement. Members of the Lost or Found Team include:

- Wynn Wright, Public Safety (leader)
- Lisa Allen-Hogensen, Public Safety
- Jamie Favero, Public Safety
- Debbie Kjernan, Student Services
- Marlene Peterson, Public Safety (scribe)
- Tara Wade, Public Safety
- Roger Johnson, Public Safety (facilitator)
- Lee Cassity, Public Safety (mentor)

After talking to customers about the Lost or Found process and measuring their satisfaction level, the team improved the process in several ways.

- Increased accountability
- Reduced number of sites
- Improved “turn around” time
- Streamlined record-keeping systems
- Eliminated yearly auction

The Lost or Found Team recommended placing drop boxes at strategic locations on campus. Found items could be deposited in these drop boxes 24 hours a day.

The team also spent time focusing on prevention — trying to keep lost items from being lost in the first place. Dee Events Center personnel have started reminding customers to check their surroundings for personal items at the end of events. In the future, other campus facilities will be encouraged to implement similar reminders.

A flowchart for the new process is on the reverse side of this newsletter. In addition, the new process will be formalized through a revised policy which will be presented to the President’s Council.

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Risk Taking

"To swear off making mistakes is easy. All you have to do is swear off having ideas."

-- Leo Burnett

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Tool of the Month

Force-Field Analysis

Purpose: To clarify the forces impacting a situation or problem.

Description: Force-field analysis is a problem-solving technique based on the concept that any problem or situation is the result of forces acting upon it.

Procedure:
1. Define the problem or situation.
2. Brainstorm to determine the forces or events that influence the problem or situation.
3. Identify which forces or events contribute to the problem. These are called restraining forces.
4. Identify the forces or actions needed to counter the restraining forces. These are called driving forces.
5. Take action to reduce the effect of the restraining forces and to increase the influence of the driving forces.

Application: This tool is normally used as a follow on to cause-and-effect analysis. It can help isolate barriers (restraining forces) to solving problems or achieving improvement. It can also help identify ways (driving forces) to counter or eliminate these barriers.
Lost or Found Process Flowchart

Item Found

Item Turned Into a Site?

Yes → Log and Hold → Item Claimed by Owner?

Yes → Owner Signs Site Log to Receive Item → End

No → Item Turned Into a Drop Box

DPS Picks Up and Logs Items

Owner Signs DPS Log to Receive Item

Yes → Item Claimed by Owner?

Yes → End

No → Hold for 60 Days

Donate Items

End

*Items will be picked up the first week of each month by the Department of Public Safety (DPS)

Location of sites:
Browning Center
Swenson Gym
Social Science Bldg.
Information Booth
Ice Sheet

Location of sites:
Dee Events Center
Shepherd Union Bldg.
Promontory Tower
Annex 5

What is your Quality Quotient?

Here are the answers to last month’s Quality Crossword Puzzle

ACROSS
1a. expectations
2a. pareto
3a. flowchart
4a. zero
5a. Juran

ACROSS (cont.)
6a. right
7a. customer
8a. vision
9a. measure
10a. benchmarking

DOWN
1d. Weber Quality Improvement
2d. teamwork
3d. fishbone
4d. Deming
5d. QMT

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Please direct newsworthy items or questions to Cherrie Nelson, mail code 1006, or call extension 7496.