S.C.O.R.E. Team Sets Its Sights High On Improvement

Communication between the two departments has already improved! -- S.C.O.R.E. team members include, seated: Dave West, Rick Wade, Ralph Frederiksen, Harry Green (all Physical Plant) Dave Ridpath (Athletics); standing: Tom Shurtliff (Athletics), Ron Curtis (Physical Plant).

S.C.O.R.E. It seems like an appropriate name for a team set up to establish "an open and continuous communication link between Athletics and Physical Plant." The acronym actually stands for "Service, Commitment, Organization, Responsiveness, and Enthusiasm."

This innovative team was set up several months ago by Dave Maxson and Dutch Belnap to also:

√ Analyze current processes and redefine roles and responsibilities.
√ Rebuild mutual respect, confidence, and trust between Athletics and the Physical Plant.
√ Ensure that appropriate resources are available and properly managed to provide the highest quality of service.
√ Assist WSU in achieving its mission by ensuring that those who visit the campus have the most positive and enjoyable experience possible.

The first major effort the team tackled involved field painting responsibilities. In the past the stadium, P.E., P.T., and lower quad fields were all painted by the Athletic Equipment Manager, Tom Shirtliff. After studying the process, the team identified the Physical Plant Landscape group as the appropriate process owner and are currently defining responsibilities for both departments. In addition, a procedure is being written to formalize the change in responsibilities.

"Credit should go to Dave Maxson and Rick Wade of the Physical Plant for proposing this great idea of getting together on a regular basis," noted Dave Ridpath, team facilitator. "It encourages quality improvement by helping us identify potential problems, and it helps us plan and organize projects much earlier. So far, it's been fantastic!"

Allen Simkins Shares Thoughts on New Year

Happy New Year! As we look back on 1996, I hope we can do so with pride in our accomplishments of improving the quality of our services to our customers. In fact, I encourage you to make a list of the innovations or improvements you made. Record even the smallest of improvements. Make the list as long as you can.

Then, as you look forward to the New Year, I encourage you to make a personal commitment that your list for '97 will exceed your list for '96.

You can accomplish this by striving each day to identify and implement a customer service improvement; then, document these improvements as they occur. This list will become your personal customer improvement inventory for the year. Keep the list current. Keep it in a visible place to remind you about what you have already accomplished and to remind you to continue to strive for customer service improvement each day of the New Year.

Planning for the Future

Today's success comes from yesterday's learning.

Tomorrow's success comes from today's learning.
Two Departments Get Innovative With "Cards"

Both the Accounting Services and Purchasing Departments have gotten innovative with "cards" during the last several months. Accounting Services was one of the drivers of the new "WILDCARD" and Purchasing is piloting the use of a Procurement Card.

The "WILDCARD"

The "WILDCARD" was a twinkling in Dave Duncan's eye several years ago. But with the help of key employees across campus, the "WILDCARD" became a reality last fall.

This all-purpose card serves as an identification card on campus. It lets the holder into athletic events, enter the gymnasium, and take advantage of library services. The card can also serve as a long distance calling card and as a debit card to buy lunch on campus, make photocopies, purchase a soda pop, buy books, and eventually make purchases at local retailers.

"Eventually the 'WILDCARD' will be used to process the majority of student financial transactions," stated Steve Nabor. "The progress we have made could not have been done without Dave's leadership."

The PROCUREMENT CARD

♦ Want a more convenient way to make small purchases?
♦ Want more flexibility in buying small cost items?
♦ Need a better method of tracking the purchasing habits of your department?

If you answered "yes" to any of these questions, then a Procurement Card might be the answer for you!

A great deal of the Purchasing Department's time is spent processing low dollar value items. Because of this, a Purchasing Card Team began investigating the potential use of a Procurement Card over six months ago.

<table>
<thead>
<tr>
<th>1994-95 Fiscal Year -- 9,524 Purchase Orders (POs) Processed</th>
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<tbody>
<tr>
<td>% of POs</td>
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<td>26.5%</td>
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Besides allowing the Purchasing Department employees to focus more on the large dollar items, a Procurement Card will benefit the users in many ways. For example, it will reduce the time and effort presently required to make a small purchase; and, it will empower the users to make purchases without the involvement of Purchasing.

Implementing the Procurement Card is currently being piloted in several departments. If successful, its use will be expanded to other departments.