

Discount Tire IT Gauges Continuous Improvement Projects

10/20/2022

TO DO (5) Issues	DOING (15) Projects	DONE (17) Projects
<p>OPERATIONS: SELF SERVICE PORTAL Description: Self service portal is not user-friendly resulting in underuse PM: Diana Bliss Benefit: Improved stakeholder satisfaction Start: TBD ECD: TBD Status: 0%</p>	<p>PEOPLE: VOICE OF THE EMPLOYEE Description: Address leading concerns voiced by IT employees PM: Beverly West Benefit: Engaged & satisfied IT employees (Training, Recognition, Workload) Start: Apr '22 ECD: Nov '22 Status: 75%</p>	<p>VENDOR: VENDOR SPEND MGMT Description: Provide means to focus mgmt. on critical few vendors PM: Debi Smith Benefit: Improved vendor portfolio management Start: Jun '21 ECD: Aug '21 Status: 100%</p>
<p>PEOPLE: SKILL GAP ASSESSMENT Description: Lack of a standard R&R leads to employee dissatisfaction PM: TBD Benefit: Build needed capability within IT staff to meet needs of today and tomorrow Start: TBD ECD: TBD Status: 0%</p>	<p>COST: VENDOR INVOICING Description: Revise vendor invoicing process to ensure deliverables were met PM: Maria Claros Benefit: Ensure milestones are reviewed/approved by Project Lead Start: Oct '22 ECD: Oct '22 Status: 80%</p>	<p>STAKEHOLDER: SATISFACTION SURVEY Description: Establish method for measuring satisfaction and improvements PM: Bob LaChapelle Benefit: Closed-loop process enables continuous improvement Start: Jun '21 ECD: Oct '21 Status: 100%</p>
<p>VENDOR: COMMUNICATION/EDUCATION Description: Improve internal education via LMS regarding VMO practices PM: Beverly West Benefit: Improved stakeholder VMO knowledge, self-help and efficiencies Start: May '21 ECD: On Hold Status: 75%</p>	<p>PROJECTS: PORTFOLIO DASHBOARD Description: Develop a portfolio dashboard to aid in portfolio management PM: Debbie Wiese, John McPherson Benefit: Provides visual representation of portfolio to provide for actioning outliers Start: Mar '22 ECD: Nov '22 Status: 50%</p>	<p>VENDOR: CONTRACTS DASHBOARD Description: Provide visual workplace showing status and planned dates PM: Mark Potempa Benefit: Visual management by internal and external stakeholders Start: Jul '21 ECD: Oct '21 Status: 100%</p>
<p>VENDOR: SOW TEMPLATE AUTOMATION Description: Establish standard templates which are automatically generated PM: Debi Smith Benefit: Reduced cycle time and provide better user experience Start: Jul '21 ECD: On Hold Status: 75%</p>	<p>STAKEHOLDER: SATISFACTION SURVEY Description: Design a survey, collect and distribute feedback, make recommendation PM: Paul Elliot Benefit: Closed-loop process enables continuous improvement Start: July '22 ECD: Nov '22 Status: 45%</p>	<p>VENDOR: SERVICENOW WORKFLOWS Description: Provide process automation within the CRB for VMO PM: Debi Smith Benefit: Improved compliance, user satisfaction and reduced defects Start: Jul '21 ECD: Nov '21 Status: 100%</p>
<p>OPERATIONS: VISIBILITY OF SN TICKETS Description: Enhance the process for recording tickets related to phone calls PM: Daniel Kwast, Michelle Replogle Benefit: Reduce talk-time Start: July '22 ECD: Aug '22 Status: 8%</p>	<p>VENDOR: SOW CYCLE TIME Description: Improve SOW process to reduce cycle times and re-work PM: Debi Smith, Michael Riley Benefit: Reduced cycle time to meet stakeholder needs Start: Jan '22 ECD: Dec '22 Status: 75%</p>	<p>PROCESSES: IT GOVERNANCE SYSTEM Description: Establish initial COBT-based IT system and identify Process Owners/Mgrs PM: Kathy Kaczmarczyk Benefit: Organized structure to manage and maintain process documentation Start: May '21 ECD: Sep '21 Status: 100%</p>
	<p>OPERATIONS: WIG 3 OLA Description: Reduce ticket resolution time PM: Ops Managers Benefit: Improved stakeholder satisfaction Start: May '22 ECD: Dec '22 Status: 80%</p>	<p>PEOPLE: EXCESSIVE WORK HOURS Description: Provide integrated Clarity PPM work hours management tool PM: Kurt Niemann Benefit: Improved employee satisfaction through work hours management Start: Jul '21 ECD: Nov '21 Status: 100%</p>
	<p>OPERATIONS: WIG 1 CALL WAIT TIME Description: Reduce call wait time and abandonment rate PM: Daniel Kwast Benefit: Improved stakeholder satisfaction Start: May '22 ECD: Dec '22 Status: 75%</p>	<p>PROJECTS: PROJECT BENEFIT MGMT PILOT Description: Provide means to identify and measure benefit of 5 development projects PM: Jason Butler Benefit: Measurement of project benefit from Intake to post-project effectiveness Start: Jun '21 ECD: Jan '22 Status: 100%</p>
	<p>PROJECTS: ON-TIME DELIVERY Description: Establish a universal project delivery measurement system in CA PPM PM: Kurt Niemann, Ranga Varadarajan Benefit: Clarity PPM measurement system for project milestone on time delivery Start: Jan '22 ECD: Dec '22 Status: 80%</p>	<p>PEOPLE: HAVE FUN SPRING FLING Description: Demonstrate Bruce's 5 Life Lessons for Having Fun at work PM: K. Niemann/People Team/Volunteers Benefit: Improved employee satisfaction and engagement Start: Mar '22 ECD: Apr '22 Status: 100%</p>
	<p>OPERATIONS: ON BOARDING PH 1 Description: Delays are caused by sub-optimal On-boarding practices PM: Emily Dobbs, Michelle Replogle Benefit: Faster On-boarding with no defects. Start: Jan '22 ECD: Dec '22 Status: 70%</p>	<p>COST: ANNUAL IT BUDGET PROCESS Description: Publish a procedure to be utilized by IT stakeholder budget managers PM: Noel Salt Benefit: Reduced waste and improved process compliance Start: Apr '21 ECD: May '22 Status: 100%</p>
	<p>COST: PMO COST MANAGEMENT Description: Deliver updated cost tools initial wave of training to PMs. PM: Maria Claros Benefit: Standard cost management methods & reporting to manage expenses Start: Apr '21 ECD: Dec '22 Status: 75%</p>	<p>PEOPLE: HAVE FUN BREAKFAST Description: Demonstrate Bruce's 5 Life Lessons for Having Fun at work PM: Diana Bliss, Bev West Benefit: Employee Satisfaction Start: Apr '22 ECD: Jun '22 Status: 100%</p>
		ECD = Estimated Completion Date

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TO DO (5) Descriptions	DOING (15) Projects	DONE (17) Projects	
	<div><div><div>OPERATIONS: INCIDENT PREVENTION</div><div>Description: Identify causes and develop solutions to prevent major incidents</div><div>PM: Kurt Niemann</div><div>Benefit: Reduced outages and happy employees and customers</div><div>Start: Sep '21 ECD: Jan '23 Status: 25%</div></div></div>	<div><div><div>OPERATIONS: WIG SN KPI DASHBOARD</div><div>Description: Create a SN visual management tool for managing WIGs</div><div>PM: Michelle Replogle</div><div>Benefit: Improved ability to see performance and drive improvement</div><div>Start: May '22 ECD: Jun '22 Status: 100%</div></div></div>	
	<div><div><div>PROJECTS: PROJECT INTAKE PROCESS</div><div>Description: Establish a standard method for prioritizing projects based on readiness</div><div>PM: Debbie Wiese</div><div>Benefit: Project portfolio containing the most important work aligned with capacity</div><div>Start: Jan '22 ECD: TBD Status: 10%</div></div></div>	<div><div><div>OPERATIONS: P1/P2 INCIDENTS</div><div>Description: Perform practical, graphical analysis of P1/2 Master incidents</div><div>PM: Michelle Replogle/Kurt Niemann</div><div>Benefit: Reduced outages provides an inviting, easy and safe experience.</div><div>Start: Apr '22 ECD: Jun '22 Status: 100%</div></div></div>	
	<div><div><div>PROCESSES: IT GOVERNANCE SYSTEM</div><div>Description: Establish initial IT system and First Five IT procedures</div><div>PM: Kathy Kaczmarczyk</div><div>Benefit: Improved standard work to reduce defects, improve compliance and efficiency</div><div>Start: May '21 ECD: Q1 '23 Status: 50%</div></div></div>	<div><div><div>OPERATIONS: Asset Mngt Dashboard</div><div>Description: Create a dashboard for the Asset Management team to track metrics</div><div>PM: Michelle Replogle</div><div>Benefit: Standardization of</div><div>Start: Apr '22 ECD: Jun '22 Status: 100%</div></div></div>	
	<div><div><div>PROJECTS: PROJECT BENEFIT MGMT</div><div>Description: Develop, build and deploy full solution across based on pilot project</div><div>PM: Kurt Niemann</div><div>Benefit: Measurement of project benefit from Intake to post-project effectiveness</div><div>Start: Jun '22 ECD: Jan '23 Status: 25%</div></div></div>	<div><div><div>PEOPLE: MEETINGS QUALITY</div><div>Description: Improvements to poor meeting planning, execution and follow-up</div><div>PM: Beverly West</div><div>Benefit: Improved meeting effectiveness by eliminating waste and defects</div><div>Start: Dec '21 ECD: Aug '22 Status: 100%</div></div></div>	
	<div><div><div>INNOVATION: PROCESS PILOT</div><div>Description: Establish method and tool to develop technology innovation within IT</div><div>PM: Abhay Joshi</div><div>Benefit: Improved flow of innovation ideas and realization into deployed solutions</div><div>Start: Apr '21 ECD: Q1 '23 Status: 75%</div></div></div>	<div><div><div>PROJECTS: PROJECT STATUS STANDARDS</div><div>Description: Establish standard work for defining project status RYG</div><div>PM: Jeremy Tuttle</div><div>Benefit: Accurate assessment and communication of project status</div><div>Start: Mar '22 ECD: Jun '22 Status: 100%</div></div></div>	
		<div><div><div>PEOPLE: REWARD & RECOGNITION</div><div>Description: Lack of a standard R&R leads to employee dissatisfaction.</div><div>PM: Steve Scott</div><div>Benefit: Improved employee satisfaction from Dilbert awards and other solutions</div><div>Start: Jul '22 ECD: Oct '22 Status: 100%</div></div></div>	
		<div><div><div>OPERATIONS: POS P1/P2 OUTAGES</div><div>Description: Develop preventive solutions to prevent SAP POS Outages</div><div>PM: Mark Esbenshade</div><div>Benefit: Determine most likely outages sources and remediate these causes</div><div>Start: Jan '22 ECD: Sep '22 Status: 100%</div></div></div>	