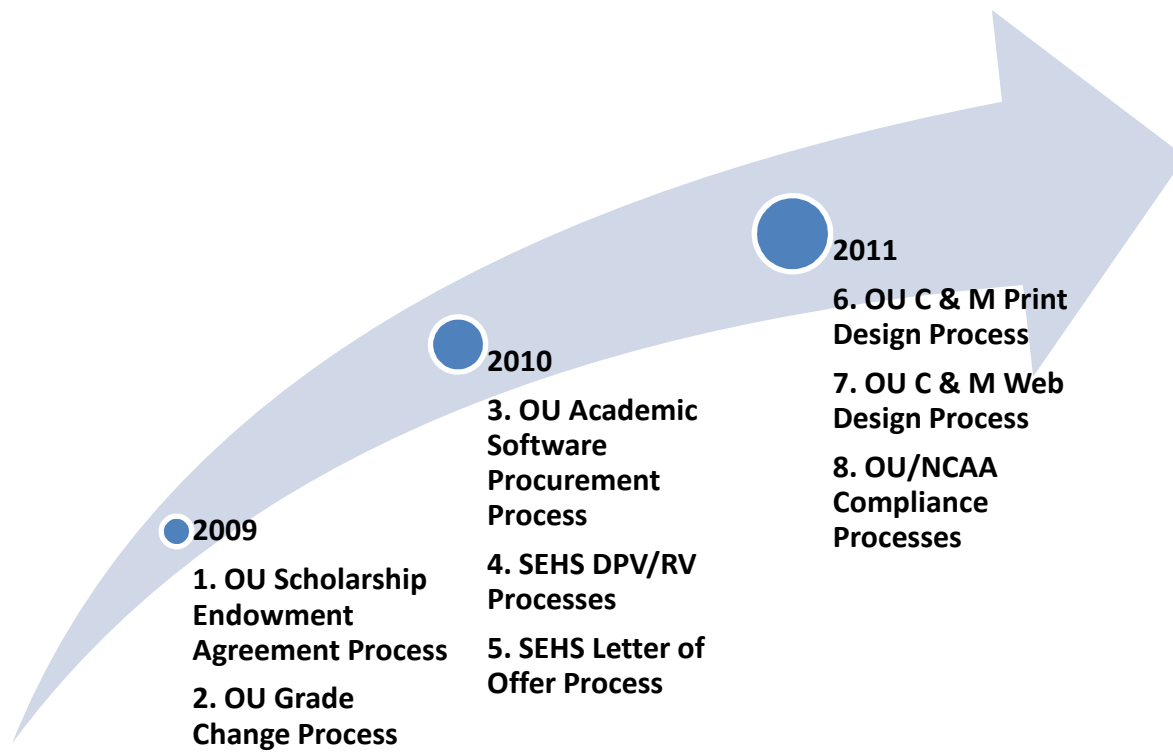


DENNIS AND CARLOTTA PAWLEY ENDOWED FELLOWSHIP IN LEAN LEARNING

Mark Doman Status Report—9/14/2011

- ✓ 1. Prepare 2010-2013 Budget
- ✓ 2. Design the undergraduate HRD 344 course *Kaizen in Action*
  - Develop new course syllabus
  - Review new texts and articles
  - Research and develop new lectures
  - Research and develop new team exercises
  - Research and approve new team simulation—Lean Quad Production System
  - Research new videos
  - Arrange for guest lecturers—Gary Lemont, DTE black belt, Rita D’Angelo, HFHS
- 3. Prepare new course approval for HRD 344
  - ✓ HRD Department
  - Committee on Instruction
  - SEHS Dean’s Office
- 4. Prepare General Education Course Assessment Review Form for HRD 344
- 5. Contact new companies
  - ✓ HFHS Labs, DTE, ByTec, Ross Controls and GM
- 6. Begin Outreach Campaign with business partners
  - ✓ Design and write *Doman on Lean* blog
- 7. Publish Lean article
  - ✓ A new lean paradigm in higher education: a case study, *Quality Assurance in Education*, Vol. 19 No. 3, 2011
- 8. Begin 2 new OU lean kaizen projects
  - ✓ OU C&M Web Design Process
  - ✓ OU/NCAA Compliance Processes
- 9. Further develop HRD 304
  - ✓ 25 students and 6 companies in Fall 2011

## OU Lean Kaizen Projects 2009—2011



### 1. Scholarship Endowment Agreement Process

- Sponsored by Sue Davies, VP University Development
- Led kaizen team of Vic Zambardi, OU General Counsel, and Angie Schmucker
- Standardized and implemented new scholarship endowment agreement process
- Reduced lead time from 6+ months to 30 business days

### 2. OU Grade Change Process

- Sponsored by Dr. Tamara Machmut-Jhashi, OU Associate Provost
- Developed new seminar kaizen course and taught in Summer 2009
- Kaizen team of 6 students redesigned the OU undergraduate and graduate grade change processes and presented to Associate Provost which was approved
- Wrote article on the experience—A new lean paradigm in higher education: a case study, *Quality Assurance in Education*, Vol. 19 No. 3, 2011
- New student-designed grade change process was implemented by OU Registrar's Office in 2011

**3. OU Academic Software Procurement Process**

- Sponsored by Dr. Virinder Moudgil, Senior VP for Academic Affairs and OU Provost
- Co-led kaizen team (3 faculty and 3 staff and HRD intern) with Vic Zambardi
- Redesigned standardized procurement process for all new OU software which was presented to Dr. Moudgil and was approved
- Online training was developed by Dr. Bill Solomonson

**4. SEHS DPV/RV Processes**

- Sponsored by the SEHS Dean, Louis Gallien
- Kaizen team of 5 students in HC 207 redesigned the SEHS Direct Payment Voucher (DPV)/Reimbursement Voucher (RV) and presented to the SEHS Dean and Asst. Dean
- Led an Implementation Team composed of SEHS personnel, departmental CTs and HRD intern and made presentation to SEHS CTs and received consensus approval

**5. SEHS LOO Process**

- Sponsored by the SEHS Dean, Louis Gallien
- Kaizen team of 5 students in HC 207 redesigned the SEHS Letter of Offer (LOO) and presented to the SEHS Dean and Asst. Dean
- Led an Implementation Team composed of SEHS personnel, departmental CTs and HRD intern

**6. OU C & M Print Design Process**

- Sponsored by Lillian Lorenzi, Director, Constituent Communications
- Led kaizen team of C & M personnel and BIS intern
- Redesigned process that standardized and streamlined process by 50%
- New process presented to President's Cabinet

**7. OU C & M Web Design Process**

- Sponsored by Lillian Lorenzi, Director, Constituent Communications
- Leading kaizen team of C & M personnel, BIS intern and HRD intern

**8. OU/NCAA Compliance Processes**

- Sponsored by Vic Zambardi and Athletic Director, Tracy Huth
- Leading kaizen team of Legal and AD personnel, BIS intern and HRD intern