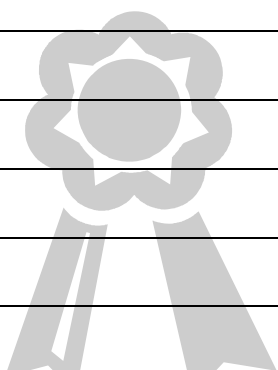


DMAIC Project Charter Worksheet

Project Title:	Application Cycle Time for Restricted* Programs *(Programs with unique admission requirements and/or potential to form Waiting Lists) Updated 6/7/07	
Project Champion/Sponsor:	Diane Walleser	
Project Team Leader:	Jennifer Hoege	
Project CQI Mentor:	David Shonkwiler (Primary), Tina Rettler (Secondary)	
Team Members:	Stephanie Dean	Kay Wagner
	Pam Chrostowski-Wright	Lisa Anderson
	Advising Rep	
Customer Requirement Statement:	Applicants to restricted programs will be updated at each step of the application process and will be satisfied with the overall application process.	
Problem Statement (what's wrong, where's the problem, how big is problem, what's the impact):	Applications to restricted programs are not dealt with in a timely manner and the communication processes are not consistent.	
Project Scope:	Limited to restricted programs.	
Goal Statement:	At every step of the process, applicants to restricted programs will know the status of their application and will be satisfied that the application process is timely, user-friendly, transparent, and consistent.	
Stakeholders:	Students – customers Stakeholders – Student Support staff, PSRP, Faculty, Administration	
Preliminary Plan	Target Date	Actual Date
Start Date:		
DEFINE		
MEASURE		
ANALYZE		
IMPROVE		
CONTROL		