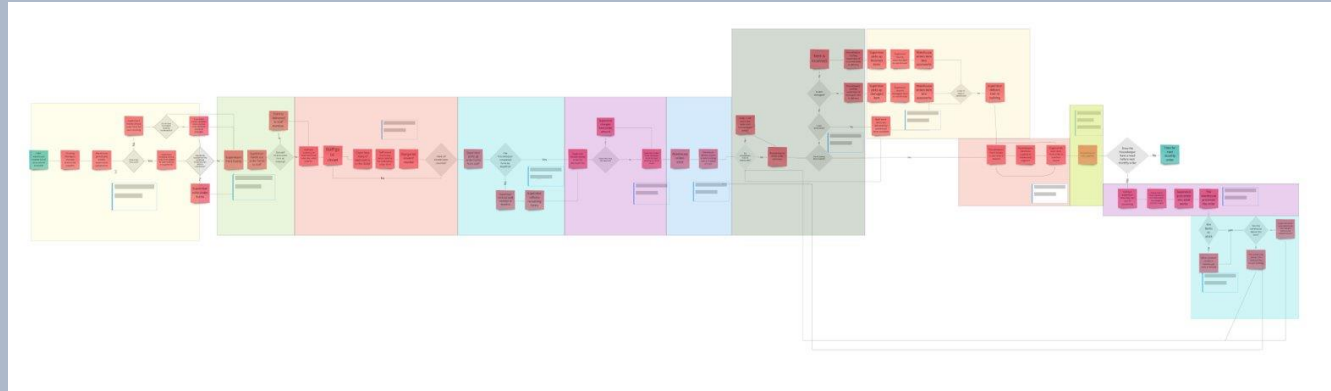


Process Name: UNH Housing Inventory Management

Opportunity: How do we optimize our ordering and inventory management process to increase housekeeping efficiency and save on supplies and labor costs?

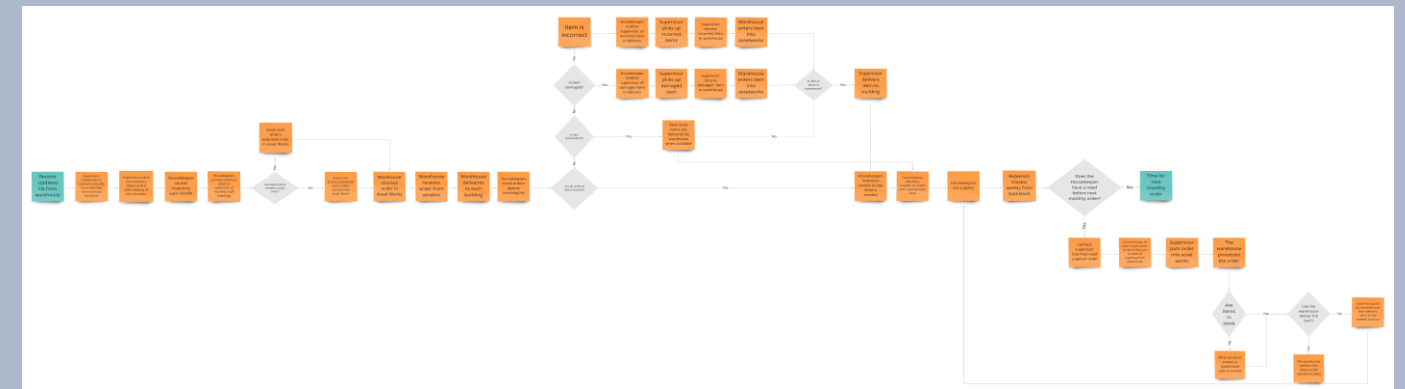
Current Landscape:

- Supply type and quantity, closet organization, and ordering/inventory processes differ between buildings and individual housekeepers.
- Each Building Service Team Lead needs to create their own Inventory Sheet customized based on their buildings and then perform upkeep in three different languages.
- Inconsistency leads to housekeepers making decisions on their own, including bringing in their own preferred supplies, causing confusion and safety risks like not having accurate Safety Data Sheets for materials.
- Lack of communication with the Facilities Warehouse on the delivery of orders disrupts housekeeper workflow.
- Frequent vendor changes increase the time supervisors spend training housekeepers on new supplies.
- Physical Space constraints inhibit consistency of backstock process.



Future Recommendations:

- Standardized the list of supplies that can be ordered by each supervisor.
- Track usage to create standardized quantities to order for each building.
- Create minimums/maximums for closets and inventory
- Create standards and best practices for inventory layout in the closets.
- Standard process to count inventory each month.
- Create a centralized location for accurate available inventory information of all buildings.
- Create a change management plan for successful housekeeper adoption of the new process.
- The team identified the first portion of the process as the most modifiable saving 1-2 hours per housekeeper to begin and potentially more once ordering standards are created.
- Having a delivery schedule from the warehouse will ensure housekeepers are present during delivery to reduce loss through theft and standardizing items will quicken the process of checking the delivery.



Implementation Strategy: Implementation will use a two phased approach.

- In phase one the supervisors will receive more training in asset works. They will work together to develop a standardized supply list, min/max quantities for the closet, and a best practices playbook for how housekeepers should set up the closet. They will then work with the housekeepers to finalize these documents and train the housekeepers on the new process. The goal is to finish this phase by the end of the school year.
- Phase two will begin in the fall and will involve working with the warehouse to develop a delivery schedule, moving to an electronic method for inventory taking, securing a shared space for overstock, and exploring the possibility of a vendor taking over the ordering process.

Goals/Targets:

To standardize the processes of taking inventory and ordering supplies, resulting in faster inventory checks, reduced time spent ordering, better control over waste/loss, easier cross coverage of buildings, and improved student experience.

Follow-up/Sustainability: The project will be measured against the phase one implementation timeline at the 30-, 60-, and 90-day marks.

- 30 Days: Supervisors trained in asset works and draft for standardized supply list and min/max levels complete.
 - 60 Days: Training playbook has been created, lists have been presented to housing leaders, and dialog has been opened with housekeepers on the planned changes.
 - 90 Days: Housekeepers have been trained and their feedback has been incorporated where needed.
- To ensure sustainability standard lists must be kept up to date and standard quantities adjusted to meet changing semester needs.

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