

UT-Austin
ProCard Project Team Agenda

Project Team:	ProCard Policy and Process Team
Date:	November 27, 2018
Start/End Time:	9 am to 1:00 pm
Location:	UTA 3.404 Armadillo Room
Team Members:	Susie Brown, McCombs School of Business Dorothy Gillette, College of Pharmacy Theresa Kelly, Integrative Biology, College of Natural Science Julie Lake, Jackson School of Geosciences Cynthia Martin-Hajmasy, Internal Audit Erica Moreno, Athletics Sara Palacios, Cockrell School of Engineering Cheryl Pyle, Office of the Dean of Students Amy Ramirez, College of Fine Arts Andy Spiegel, College of Liberal Arts (Team Leader) Ellis Trinh, Dell Medical School Echo Uribe, Briscoe Center
Staff Resources:	Felix Alvarez, Process Owner Matt Burns, Administrative Support Kendyl Cervenka, Subject Matter Expert Olga Finneran, Communications Natalie Kendrick, Subject Matter Expert Terri Shrode, Subject Matter Expert Alice Gustafson, Project Manager
Objectives:	Review team logistics, complete process map, identify performance measures, complete VOC preparation

----- **AGENDA** -----

TOPICS	WHO	TIME
1. Welcome back and check-in (thoughts on training?)	Andy, All	20 min
2. Agenda review	Andy	5 min
3. Project Plan	Alice	10 min
4. Team Logistics: - Review team ground rules - Box – Is it working for everyone? - Decision-making model (respectful majority)	Andy, Alice, All	30 min
5. Break	All	10 min
6. Process maps – complete high-level usage and control map	Alice, All	40 min

7. Performance measures	Alice, All	10 min
8. Break	All	5 min
9. Voice of Customer (VOC) prep: <ul style="list-style-type: none"> - Stakeholder identification - Structured questions and script - Team formation - Capturing feedback - Practice VOC interview 	Alice, All	90 min
10. Review of completed work items, next steps, action items, and timeline	Andy	10 min
11. Close meeting	Andy	5 min

Meeting Notes:

1. Andy opened the meeting and asked for feedback on the Lean Six Sigma training. Team members were positive about the training.
2. Alice briefly outlined the project plan, indicating we would be working in the DEFINE stage for a while.
3. The team agreed to the team ground rules as outlined and approved the use of the respectful majority decision-making approach. They confirmed Box was working for them.
4. The team completed the usage and control process map for current state and asked to capture consequences as a list and map as well.
5. The remainder of the meeting was spent preparing for Voice of Customer (VOC) interviews. Stakeholders were identified and prioritized, and partners were determined and assigned to stakeholders. Questions were agreed to and developed into a structured script. Alice agreed to draft an email invitation which could be sent out to stakeholders. The team practiced an VOC interview with a team member volunteer.
6. The team worked briefly on performance measures with a number of potential solutions being identified.
7. Andy closed the meeting wishing everyone good luck on their interviews.

ACTION ITEM	RESPONSIBLE	DEADLINE
Schedule and complete VOC interviews	Team	12.4.18
Draft email VOC invitation and post to box	Alice	asap
Draft VOC Script and post to box	Alice	asap
Load team ground rules and decision-making document to box	Alice	12.4.18
Type potential solutions and load to box	Alice	12.4.18
Create usage and control process map	Alice	12.11.18
Develop project plan through May 2019	Alice	12.11.18
Upload law school report to Audit folder in box	Alice	asap