

UT-Austin
ProCard Project Team Agenda

Project Team:	ProCard Policy and Process Team
Date:	December 11, 2018
Start/End Time:	9 am to 1:00 pm
Location:	UTA 7.532 Conference 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:	Debrief VOC interviews and translate into CTQs, develop performance measures from CTQs, review process maps for Walking the Process exercise and begin data collection plan, if time

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

TOPICS	WHO	TIME
1. Welcome back and check-in	Andy, All	10 min
2. Agenda review	Andy	5 min
3. VOC interview analysis	Alice, All	60 min
4. Break	All	10 min
5. VOC to CTQ	Alice, All	60 min
6. Performance measures (start of data collection plan)	Alice, All	30 min

7. Break	All	10 min
8. Process Maps a. Changes based on VOC interviews b. Walk the Process preparation		40 min
9. Review of completed work items, next steps, action items, and timeline	Andy	10 min
10. Close meeting	Andy	5 min

Meeting Notes:

1. Andy opened the meeting and welcomed everyone back.
2. The team identified key VOC feedback and placed on sticky notes. These were then categorized into supportive of the current process, critical of the current process, and potential solutions or suggestions for change.
3. The team voted as to which items would be deemed most critical for success by the stakeholders they interviewed. These were summarized as the “Critical to Quality” items and related measures were identified. Key feedback statements were:
 - a. Clear, consistent and adequate internal controls, including standardization at the university level
 - b. Leadership supports consequences for non-compliance with policy and procedures
 - c. Frustrated by complexity and lack of clarity around policy and guidance
4. Alice provided a brief overview of the next step, “Walking the Process,” which the team will take up at the next meeting.
5. Andy closed the meeting.

ACTION ITEMS (from Previous Meeting)	RESPONSIBLE	DEADLINE
VOC interviews and feedback gathering	All	12.10.18
Project Plan	Alice	12.11.18

ACTION ITEMS (from Today’s Meeting)	RESPONSIBLE	DEADLINE
Capture the sticky notes and chart VOC to CTQ	Alice	1.22.19