Reduction of missed payroll deduction (PD) waste for parking privileges at the University’s main campus


Between December, 2011 and May, 2012 there were 4,186 missed PDs totaling $21,660.40. Over 75 percent of missed PDs are due to customer separation from the University without the return of the PD-financed parking permits.

Waste Root Cause Countermeasure

1. Development of standard work protocols for customer data entered
   - Process is documented by the Customer Service Supervisor.

2. Standard work procedures for customer data entry should be developed and documented by experienced front-line CSRs and the Customer Service Supervisor.
   - Benefit: Provides a basis for assessing the completion of data entry practices.

3. Investigate the possibility of error proofing the data entry process. Consult the development team within the IT unit for ideas on possible system checks to prevent the entry of incorrect customer data. Benefit: If this can be done in a cost effective manner it will reduce the number of data entry errors.

4. Standard work procedures for customer data entry should be developed and documented by experienced front-line CSRs and the Customer Service Supervisor.
   - Benefit: Provides a basis for assessing the completion of data entry practices.

5. Engage Central HR to institute a permit return, reminder/retrieval policy focused on employees that have or are in the process of separation from the University. Benefit: Spares the customer the inconvenience of citations and paying for a permit he or she did not use.

6. Recruit all permits with a missed deduction, 5 days after customer notification. Make missed PD an unappealable situation.
   - Send accounts to University Collections, after 30 days.

7. Track that permits are terminated after one missed deduction, if there is no response to communication/invoice after 5 days.
   - Benefit: Prevents recidivism.

All part of Leader Standard Work

Sustainability Efforts:


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