



**PORTAGE COUNTY COMBINED GENERAL HEALTH DISTRICT (PCHD)
705 OAKWOOD ST, RAVENNA, OHIO 44266**

Team Name: Supply Sally's		Project Title: Office Supply Team	
Problem / Opportunity Statement: Office supplies are an essential resource that are made available to ALL staff. The administrative function to acquire supplies varies widely among staff. An opportunity exists to standardize procurement of supplies for staff using a checks and balance for management and fiscal accountability.			
Team Sponsor: Joseph Diorio, Health Commissioner		Target Division/Process Improvement Area: Administrative-agency wide	
Performance Improvement AIM (Mission): Review the current procurement process for office supplies (which varies widely depending on user). Revise/update and standardize procurement process for office supplies.			
Strategic Alignment: 1.2.4 Initiate quality improvement projects which lead toward CQI for the agency. 2.4.2 Conduct gap analysis for data currently collected and used by programs to inform stakeholders.			
Team Members:		Roles and Responsibilities:	
1. Ali Mitchell		Leader	
2. Debra Stall		Team Member	
3. Bridget Rinehart		Team Member	
4. Sarah Meduri		Team Member	
5. Rosemary Ferraro		Team Member	
6. Becky Lehman		Facilitator	
7.			
8.			
9.			
Scope (Boundaries)/Team Authority: The Team has the authority to engage internal stakeholders to provide evidence toward Quality Improvement. The Team has the authority to use a Kaisen event.			
Customers (primary and other):		Customer Needs Addressed:	
1. PCHD Staff		Needed office supplies.	
2. PCHD Customers/Partnering Agencies			
3.			
Objectives: SMART - Specific, Measurable, Achievable, Relevant, Time-Framed			
<ol style="list-style-type: none"> 1. PCHD will update purchase requisition by 12/21/18. 2. PCHD will streamline the purchasing of office supplies by 12/31/18. 3. PCHD will monitor inventory monthly. 4. Finance Director will identify and train a supply backup person to help with ordering by 12/31/18. 5. Finance Director will train Finance Staff on office supply inventory by 01/11/19. 			
Improvement Theory: If PCHD staff utilizes the correct ordering process for office supplies, then they will have available to them the needed office supplies to complete their daily tasks.			
Success Metrics (Measures): Fully stocked supply cabinet; office supplies available when needed. Track the interruption of finance division by PCHD staff for office supplies.			
PDSA Timeline:		Projected Date Completed:	Actual Date Completed:
Plan: Develop a streamlined approach to distributing and storing office supplies to staff in an organized and efficient manner.		12/19/18	12/19/18
Do: <ol style="list-style-type: none"> 6. PCHD will update purchase requisition by 12/21/18. 7. PCHD will streamline the purchasing of office supplies by 12/31/18. 8. PCHD will monitor inventory monthly. 9. Finance Director will identify and train a supply backup person to help with ordering by 12/31/18. Finance Director will train Finance Staff on office supply inventory by 01/11/19.		01/11/19	01/11/19
Study: This team will meet quarterly to evaluate the process.		Quarterly; 12/15/19	03/25/19

Act: Review process and tracking for any changes needed. Complete revisions as needed. Reminder email of how the office supply process worked was sent out to PCHD staff on 03/25/19.	Quarterly; 03/25/19	04/08/19
Considerations (Assumptions/Constraints/Obstacles/Risks): pushback from staff because they can't go and get their own office supplies. Staff might feel as if they are not trusted.		
Needed/Available Resources: Financial data on office supplies (how much and how often we order through Staples).		
Meeting Frequency/Duration & Team Member Time Commitments: Quarterly: March, June, September, December.		
Communication Plan (Who, How, and When): The team leader will hold quarterly meetings to go over how the office supply process is working out with staff and we will make specific changes as feedback comes into the group.		

QI Team Charter