

# Work Flow Analysis and Improvement

## Problem Definition

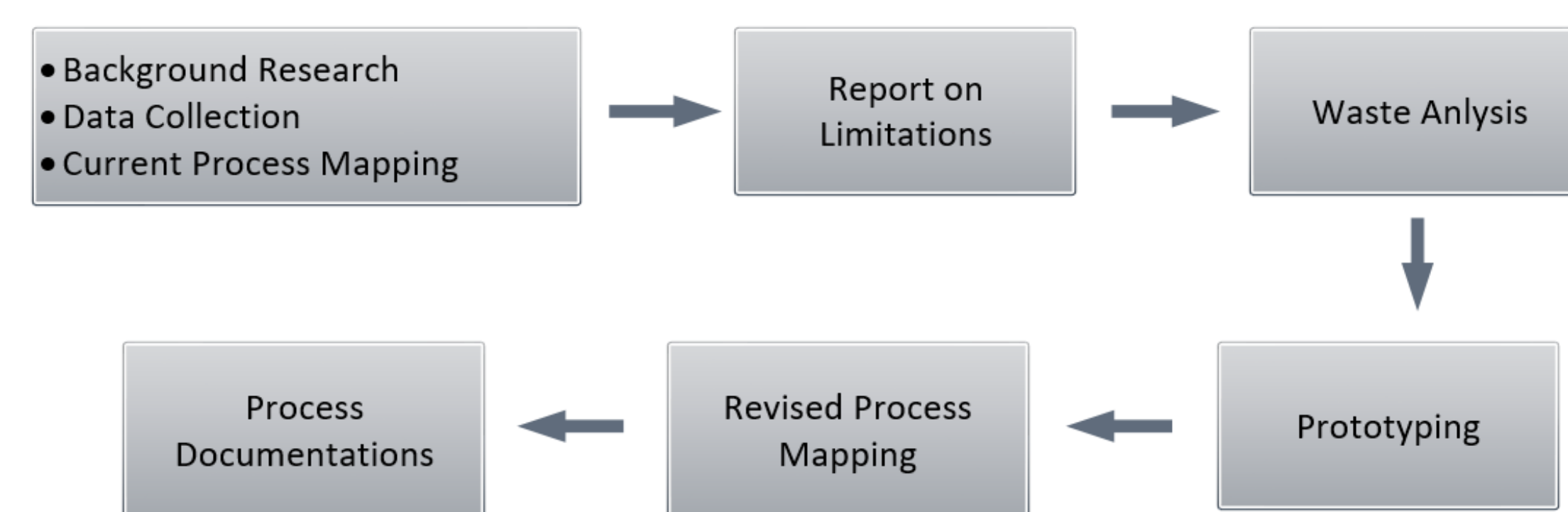
C3LR's room booking process involves CampusBookings, SharePoint and other major systems. It causes:

- Inconsistent/missing information
- Problematic User-Interface
- The booking procedure is cumbersome (e.g. call)
- Redundant communication

## Project Scope

- Streamline the room booking process
- Improving C3LR staffs' efficiency in processing the requests.
- Minimize non-value-added waste (bottleneck) in booking process.
- Reduce the number of booking systems so that information can be stored at one place.

## Design Process



## Data Collection

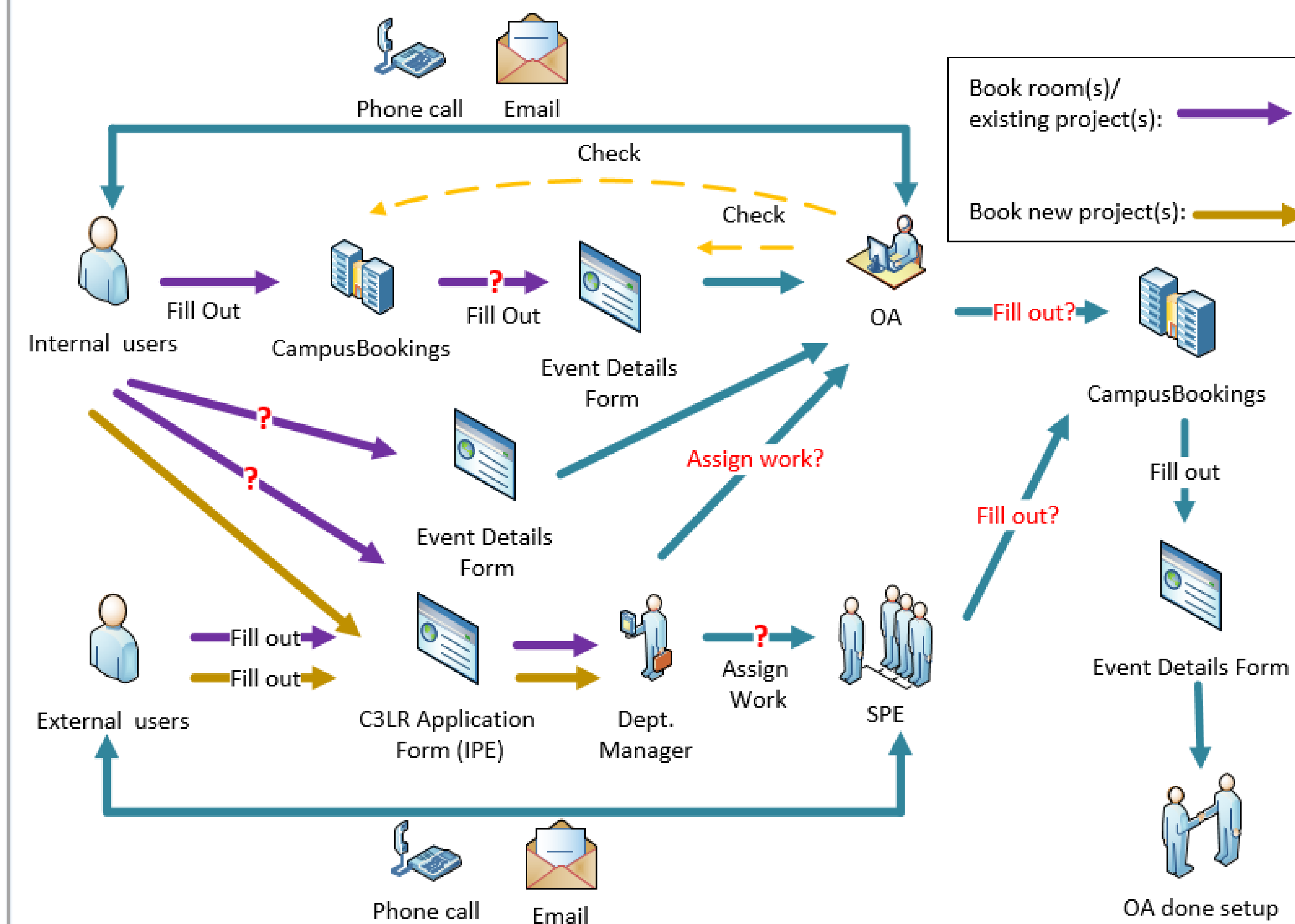
Data was collected from both systems and surveys in order to characterize current center's situation and gather information on potential issues.

Comprised of:

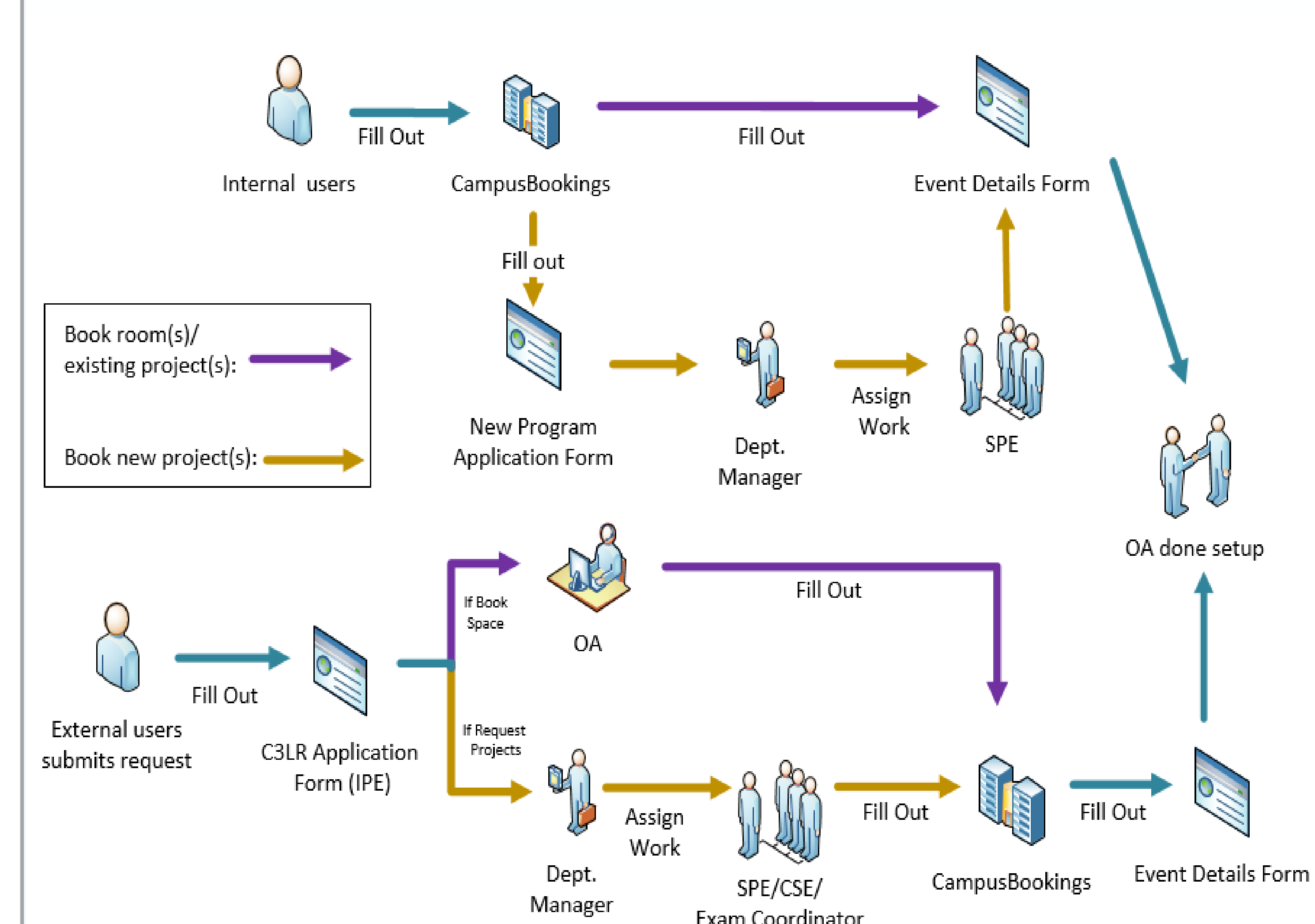
- Room utilization on both SharePoint and CampusBookings
- Questionnaires were created for both center's user and staff

## Process Improvement

### BEFORE IMPROVEMENTS

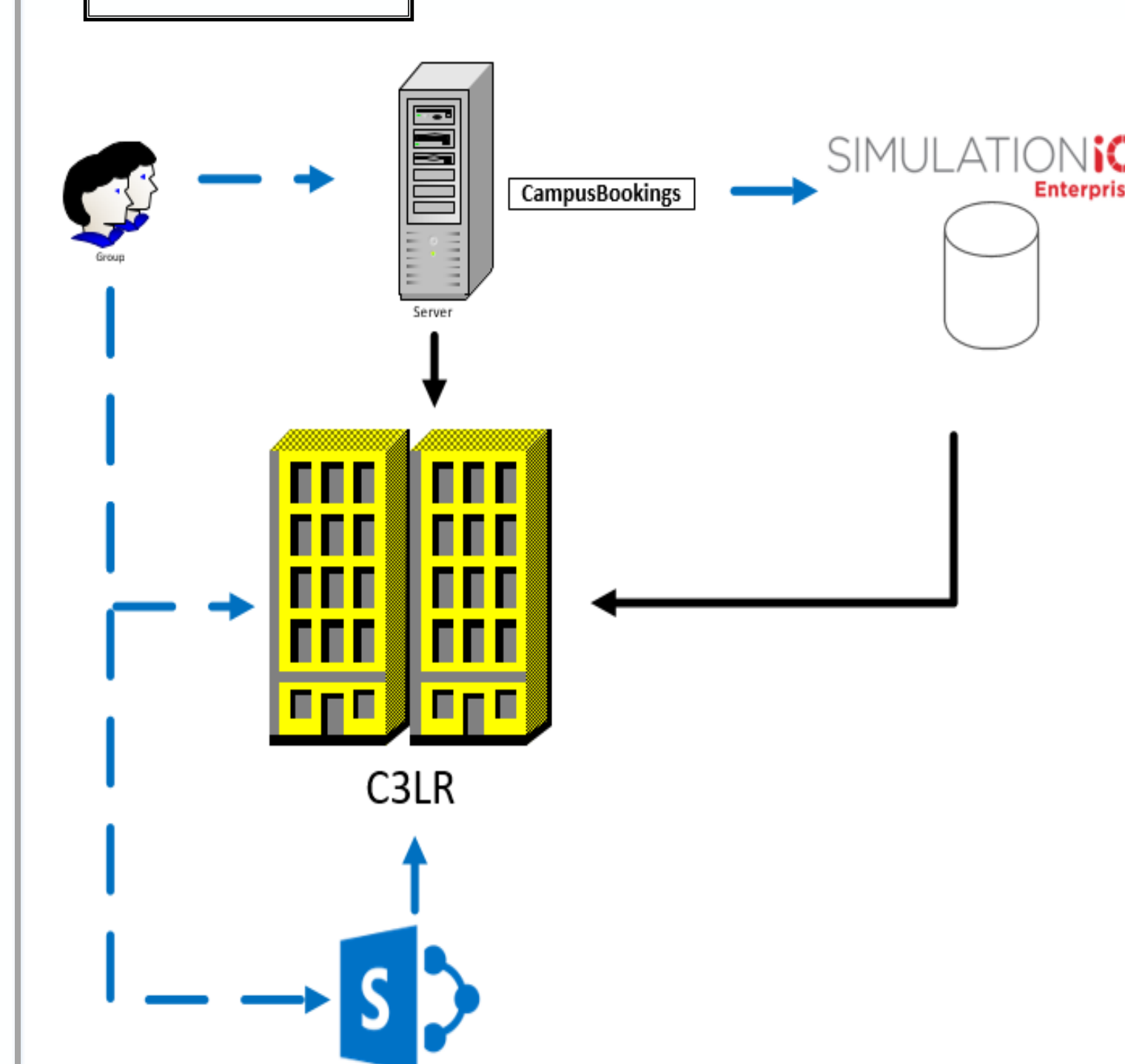


### AFTER IMPROVEMENTS

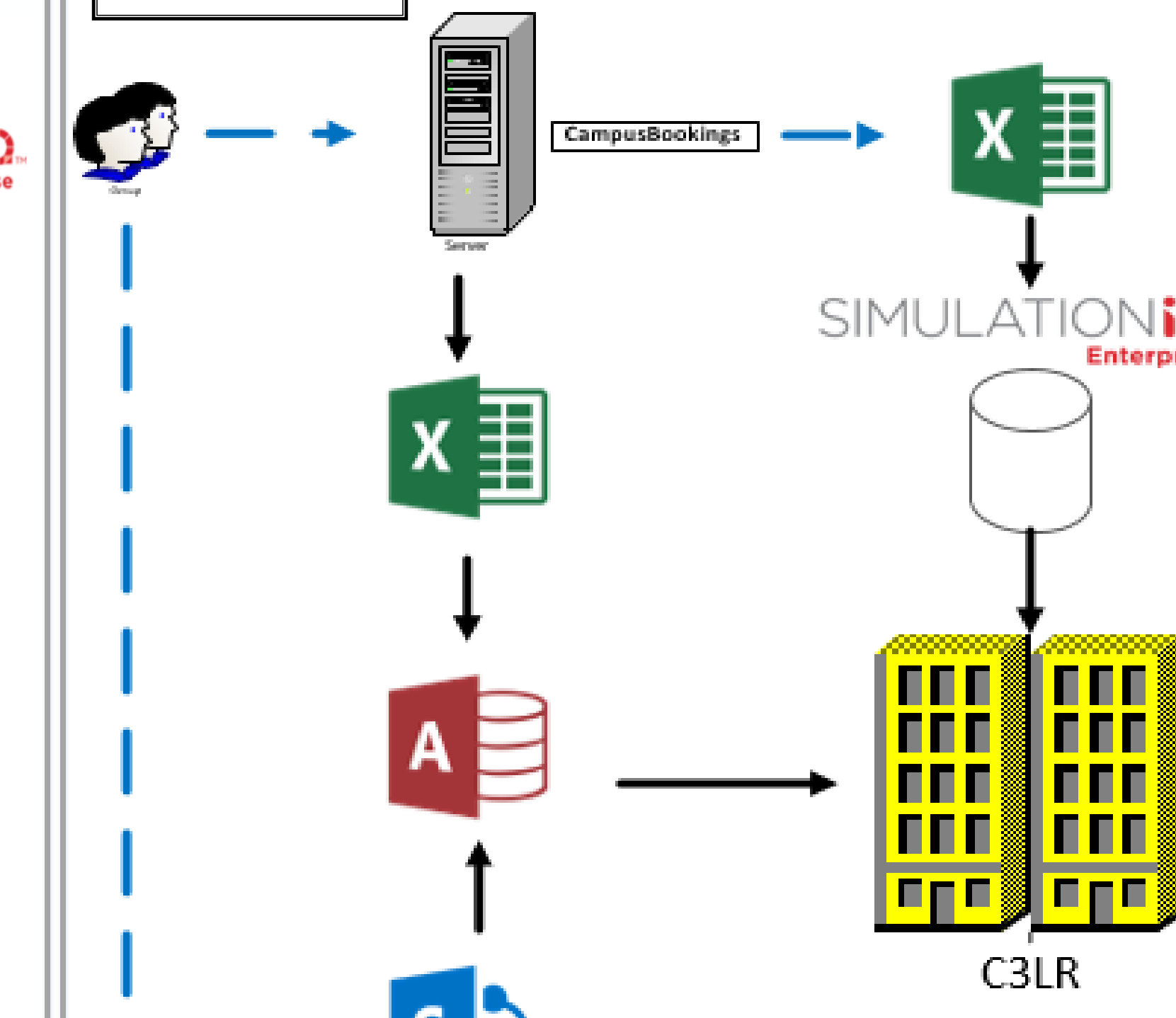


## Booking Systems Integration

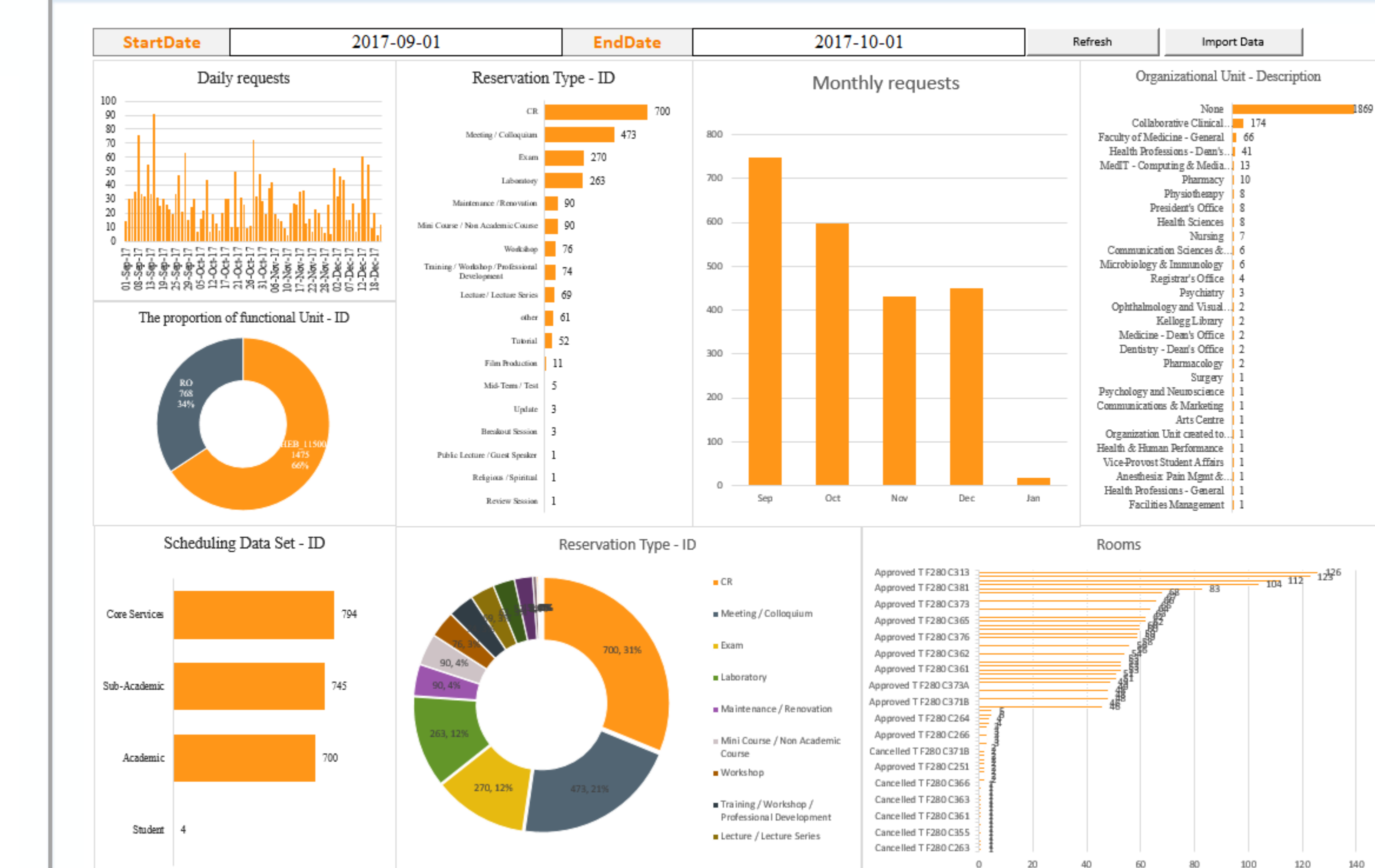
### BEFORE



### AFTER



## Utilization Report - Dashboard



## Final Deliverables

1. Standard Operating Procedures for C3LR users and staff
2. Booking Systems Integration
3. Utilization Report – Dashboard
4. User Guide for CampusBookings and Access
5. Redesign the non-user-friendly Event Details Form
6. Redesign the C3LR Application Form for users