Best Practices Summary

Date: May 30, 2012 **Project/Point-Event:** University Housing Trunk Room Storage Process

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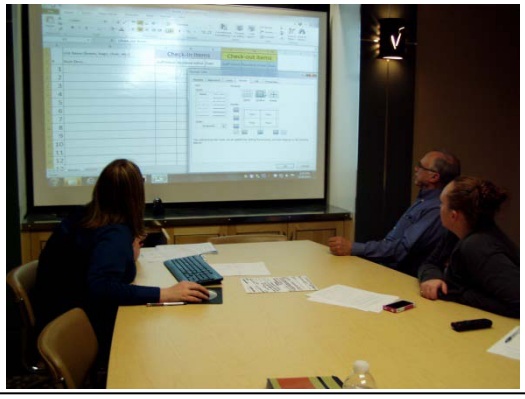
Business Need: The current process places University Housing at risk as resident's storage items were not being securely tagged or itemized, no disclosure statements (abandoned, damaged, etc.) were provided, and signature and initial of acknowledgement was not being collected for items checked in or checked out.

Summary of Event:

1. *The Resident Assistant Instructions for the Trunk Room was simplified and documented to provide easy to follow steps*
2. *The University Housing Trunk Room Information Card was eliminated & replaced with University Housing Trunk Room Disclosure and Information Form. This new form depicts:*
    a. *A place for Resident (customer) to sign for initial check in of storage items*
    b. *A place for Resident (customer) to sign for removal of partial or total storage items*
    c. *A place to clearly itemize/list items for storage*
    d. *Pertinent Information only*
3. *The Trunk Room Item tag was revised:*
    a. *No longer color coded for the corresponding year, but rather clearly labeled with the date*
    b. *No longer number coded as tracking was difficult when multiple items were stored*
    c. *Contact information clearly identifiable*
4. *The tagging process was revised to ensure for secure attachment of the Trunk Room Item tag*
    a. *No longer using masking tape but rather packing tape or stapler to adjust for storage room temperatures*

Results: A University Trunk Room Storage Process that provides clear instructions for RA's to follow so that resident's (customers) can understand terms for storing items that are clearly itemized and tagged.

Team Members: (Pictured left to right) Cassandra Yardley, Mike Neelon, and Jami Hinshaw.



Pictured Above: The team works to construct forms that will ensure best practice standards. The new process decreases department risk, improves customer satisfaction, and increases efficiency.