

Best Practices Summary

Date: April 3, 2012 **Project/Point-Event:** VandalStore Customer Service Area 5S

Team Leader/Dept Denise Town / Auxiliary Services **Process Owner/Dept:** Kara Mclvor / VandalStore

Business Need: The customer service areas (cash registers and “pod”) are used by multiple employees on a daily basis. The areas are disorganized and not used to their fullest efficiency, and it is difficult for users to find supplies and information. These inefficiencies were also causing delays to customers and staff.

Summary of Event: The *5S Lean Six Sigma* methodology for the customer service space was utilized. The areas were completely emptied, and the process began with sorting (identifying items that belonged in the service area(s), and items that did not belong and needed to be disposed or returned to the proper department. All handwritten sticky notes were removed from the cash registers and consolidated into one document and affixed to the registers. Each workstation was equipped with the same information and supplies and organized in the same format. A “community” area was created for supplies that are needed by all staffers but are not used as frequently. Additionally, a customer pick-up/hold and a “fixes” area were established. In the “pod”, a register workstation was equipped and space was organized for all of the resale items that are not available at other stations(due to space restrictions). All instructional binders were labeled and categorized.

Results: A high performance workplace was created that now supports workplace productivity and Best Practice Standards as well as creating a more pleasing customer environment. Space requirements are posted for general guidelines as well as action items, and supplies. The General Standards form is now included in the cashier binders. A space review checklist has been created and the stations will all be checked in the first and third week of the month by the supervisor.

Team Members: Kara Mclvor, Matt Geserick, Julie Bollman, and Scott Oplinger



Before: poorly utilized space and under-stocked cashier station. Note boxes on lower shelf prohibited use of cupboard doors. Right: work in process, tables with sorted supplies and other items.



After: fully stocked and identical cashier stations; community documents and supplies and closed storage. Right: pod workstation and community space.

