

Meeting Summary

Functional Area: Administer Infrastructure

Meeting: Orientation

Date: 5/30/2007

Location: Room 505



Meeting called by: Nancy Saunders
Jamie Habecker, Cindy Sussan

Attendees: Karen Hughes, Chuck Wandling, Marie Greenberg, Mike DePhillip, Mike Farnsworth, Dave Brown, Will Burke, Nick Danforth, Linda Ford, Mike Farnsworth, Nancy Nolde.

Session Goals and Objectives:

1. Provide background information on the CSI project - "Where we've been."
2. Explain the purpose of the team and the workshops and future phases of the project - "Where we're going and how we'll get there."

Summary:

This first session was an orientation to the CSI project, Customer Relationship Management and LEAN. As such, most of the program was scripted following the agenda provided, and discussion limited to questions and answers at the end of the morning session. Tim, Judy and Tully all visited for portions of the session. During Tully's visit he entertained questions of a general nature, providing the team with additional insight.

Nancy asked that all team members block off their entire day on Wednesdays for the Administer Infrastructure workshops. We will schedule sessions from 9 -11:30 and 1:00 – 3:30, but if necessary, the sessions may run later.

Homework:

Team members received copies of the AS-IS documentation for Process Mail and Image Documents to review for next week, so we can have informed discussions about the current processes without a huge investment of the meeting time.

Additionally, members were given the Benefits Package to review that before the meeting. We will be adding benefits throughout the sessions as they are recognized.

Plan for Next Session:

1. Benefits of CSI
2. High Level Review of Administer Infrastructure
3. Document Incoming Mail Process
4. Proof of Concept Discussion