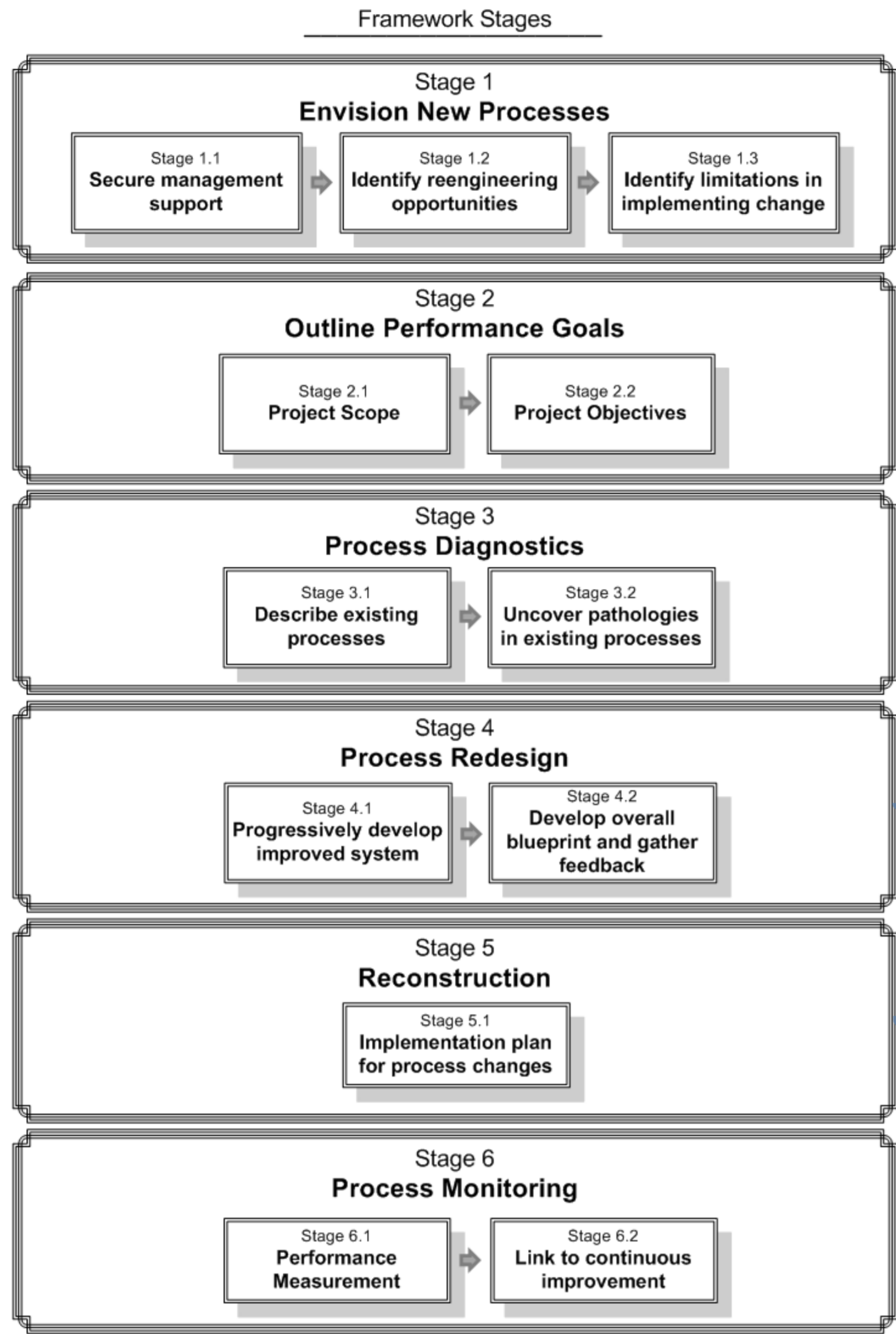


Project Approach: A Business Process Re-Engineering Framework



Project Objectives

Primary

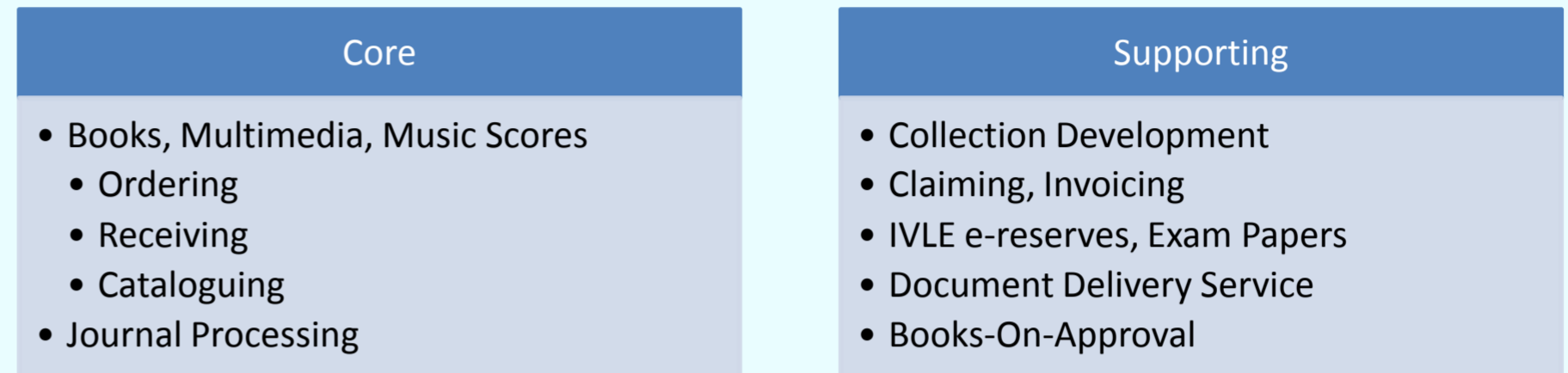
- To reduce the cycle times for Core Processes

Secondary

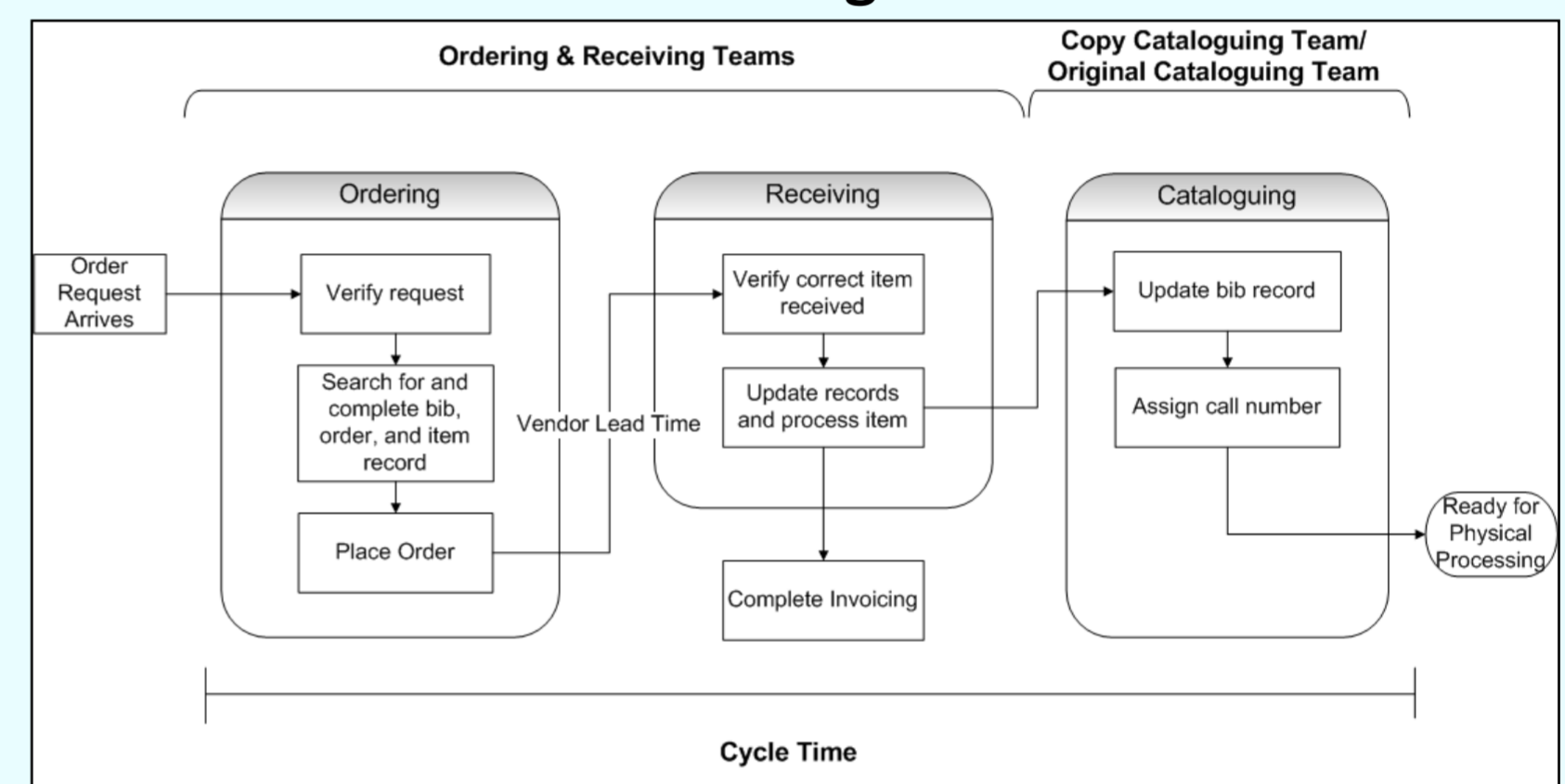
- To identify an optimal allocation of manpower among AM staff

Existing System

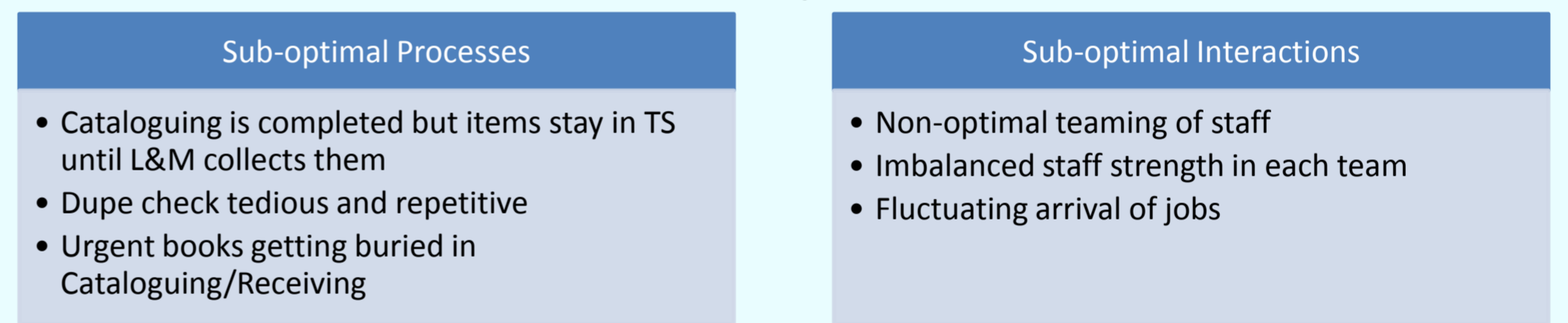
Asset Management Processes



Book Processing Flowchart

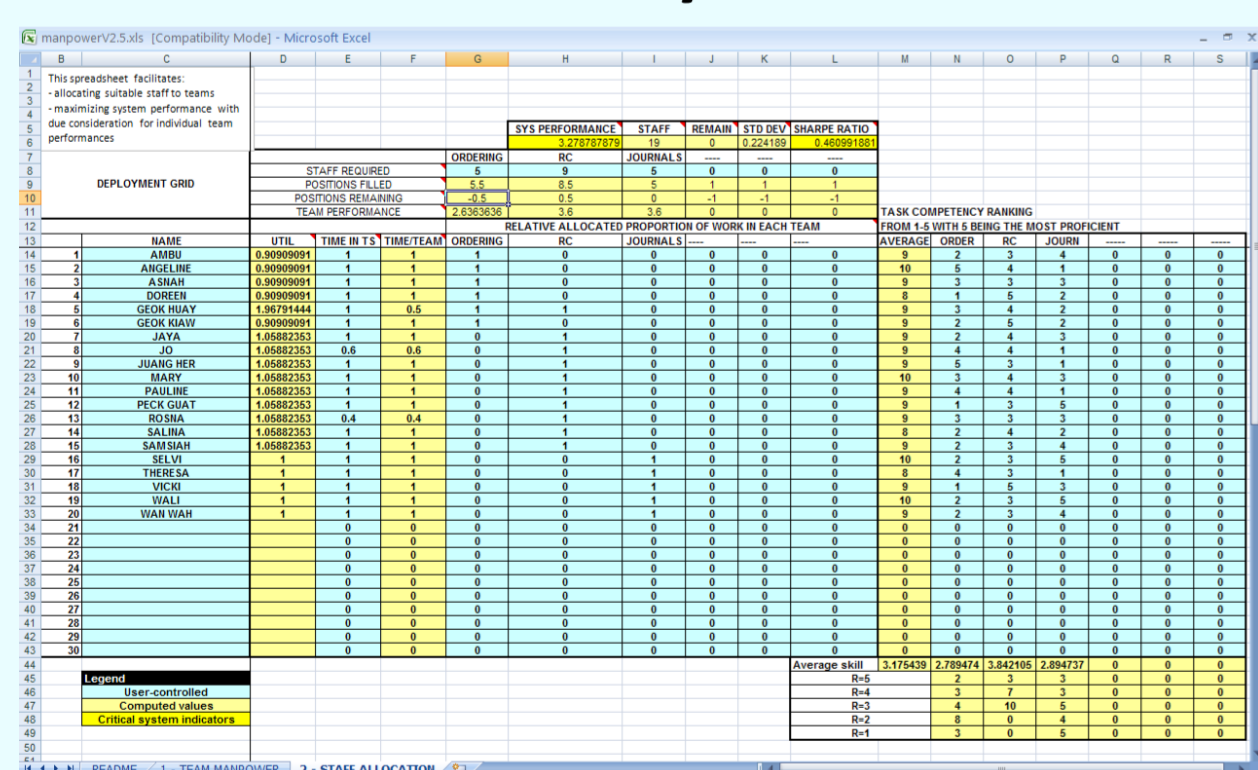


Areas for Improvement



Implementation

Staff Allocation Analysis Tool



Based on data gathered from historical data and thorough investigation by the team, a user-friendly spreadsheet is created for the client to facilitate the calculation of optimal staff allocation. User input of staff strength and individual capabilities ensures a robust model that can be used through changes in the organization.

Process Enhancement Recommendations

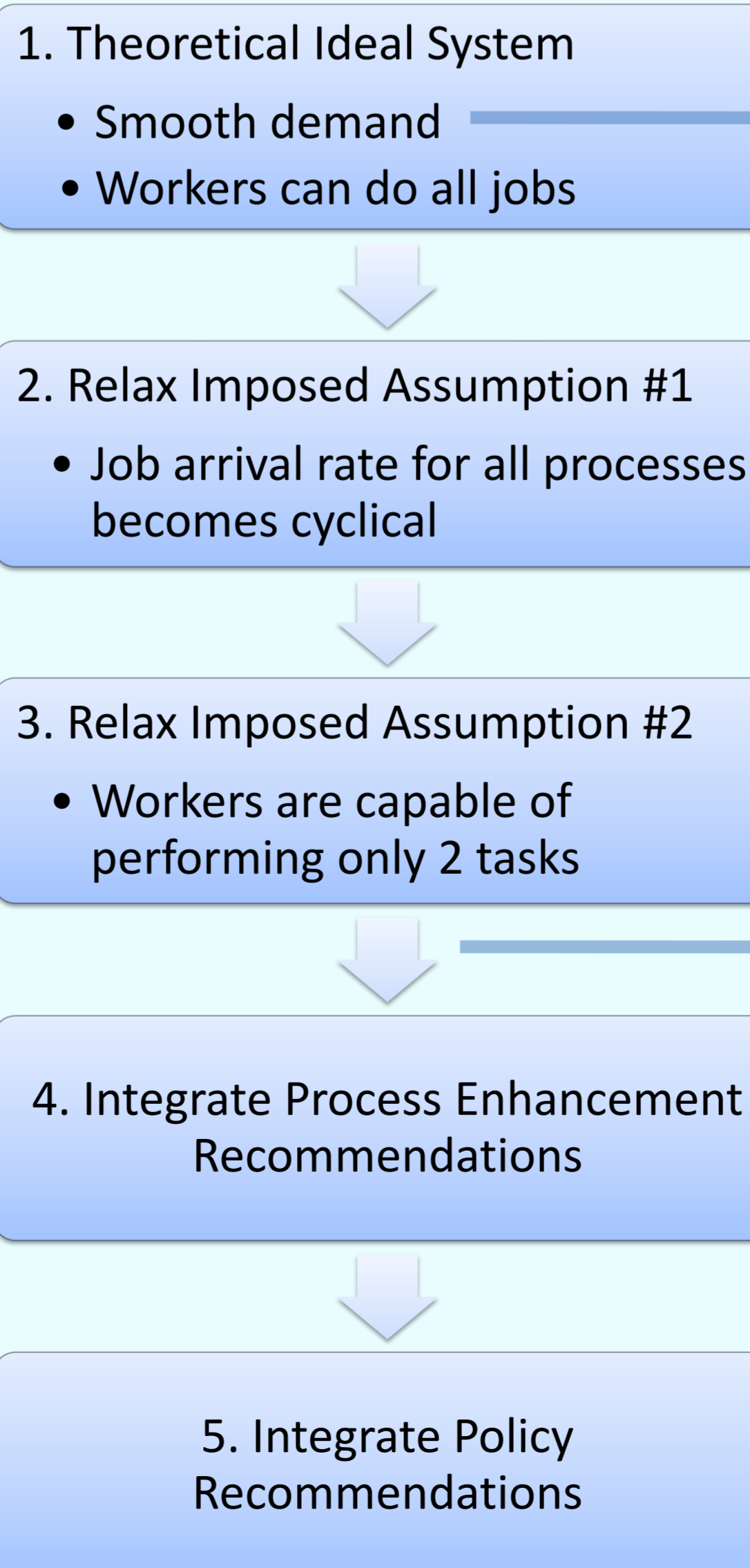
- Alert system to inform L&M
- Reduce duplication of sub-processes between Receiving and Cataloguing
- Increase visibility of urgent items

Policy Recommendations

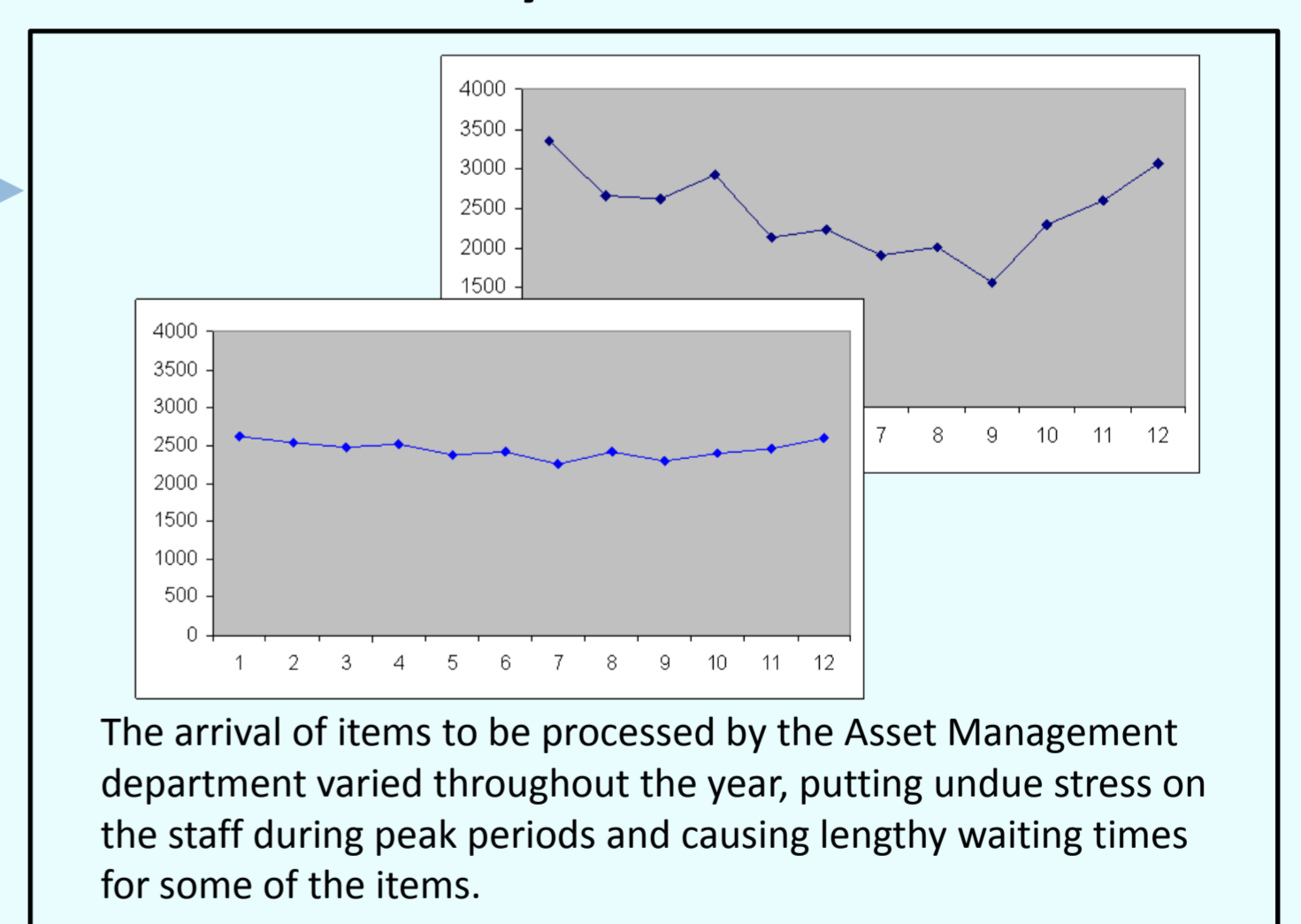
- Collection development smoothing
- Vendor collaboration
- Library CCA

Developing Improved System

5-Step Methodology



Variability in Job Arrivals



Final Recommended Structure

