

Inventory Management

Implement an electronic inventory control management system/RFID for conference center equipment, providing improved asset visibility, inventory history and maximized stocking levels



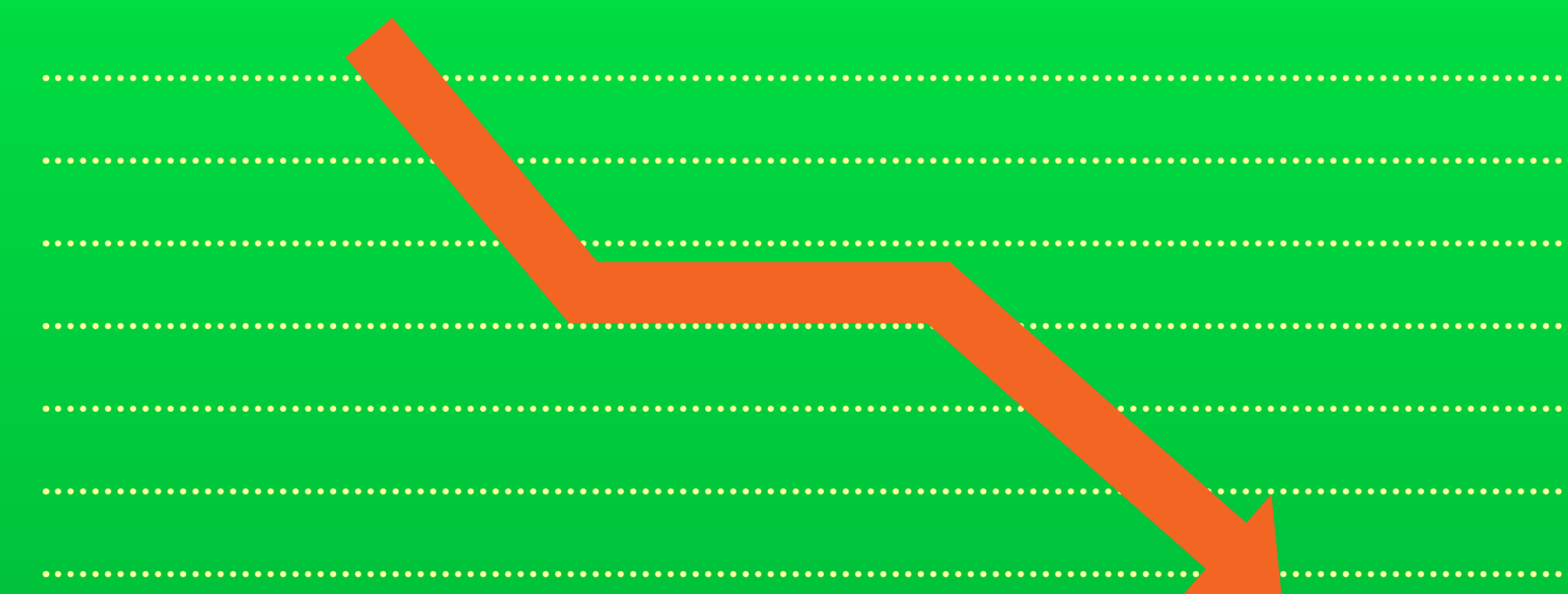
Baldrige Approach



Using Baldrige as a base, introduce a new customer service approach that will entail an enhanced staff training program and new customer friendly web sites differentiating the needs of the Student Center client base from the Conference Center client base

Reduce Costs

Reduce operating costs by identifying redundancies in student workforce, resulting in improved split-shift management and event coverage



Meeting Packages

Develop simplified meeting package pricing for conference center meeting spaces and event services



Scheduling Software

Develop and maintain sales and marketing pipeline with the integration of a new scheduling software



Student Center Board

Integrate the Marketing department with the Student Center Board activities to enhance the Board's outreach efforts



Streamline Processes

Evaluate and identify areas for short- and long-term improvements to the event services contract approval process resulting in a roadmap toward lean process improvements

