OSU Engineering & Business Student Presentations

Partnerships between The Ohio State University and the local business community allow Engineering and Business students the opportunity to apply their Lean Six Sigma knowledge by working on real-time projects. A win-win, these projects help the students gain project experience while helping local businesses with critical projects. Students will share key learnings from their projects and your own LSS expertise will play a vital role in the Q&A sections. This event promises to be an intriguing exchange of ideas and practices.

Topics to be presented are:

- **Improving Order Accuracy & Customer Satisfaction** - Andrea Allison & Steve Tweel  
  *Six Sigma and Lean Reduction to Practice*  
  Improving Order Accuracy and Customer Satisfaction and also On Time Orders. Detailed, integrated Lean Sigma Case Study over 28 weeks in three pilot stores including Donato’s, to improve the capability to continuously improve Accuracy, On-Time and Customer Satisfaction.

- **Wexner OSU Medical Center** - Nilav Ranpara  
  *Six Sigma & ISE-Operations Research Reduction to Practice*  
  Call Center Performance Improvement and reduction of queue wait time for the Internal Medicine Clinics utilizing Queuing Modeling to adjust call center staffing process.

- **Diamond Innovations** - Kaylane Robbins  
  *Solid Lean Reduction to Practice*  
  Improvement in throughput yield by 33% to meet internal manufacturing component requirements.

- **National Church Residences** - Courtney Stuetzer  
  *Lean and Mgmt Systems Engineering Reduction to Practice*  
  Process Improvement, Maturity Level Improvement for the Transportation Routing System for Senior Day Care Centers in the Greater Columbus Area.

Presentations will:

a) Clearly define the problem, initial state and intended future state in August 2012  
b) Describe the Modeling of the Problem and Strategy/Approach to get to future state on or before April 2013  
c) Review Significant Accomplishments and Results  
d) Highlight learnings  
e) Provide time for Q&A