ISENBERG UNDERGRADUATE CONSULTING GROUP
COLLABORATE. SOLVE. ACCELERATE.

CONSISTENCY IS KEY: IMPROVING EMPLOYEE EFFICIENCY AND ACCURACY

A streamlined process was implemented across nine key auditing locations to improve consistency under different management...without any new technological investments.

Client's Challenge — Address issues with key audit process for large residential area

- Properly train student staff to understand and adhere to the audit process
- Propose solutions to the tedious and cumbersome key-check process
- Ensure the security and safety of residents by streamlining audit process and improving communication between levels of management

IUCG's Solution — Improve process efficiency, accuracy, and safety by:
- Analysis of current data in order to pin-point successful and unsuccessful audit methods
- Offer non-technological option to eliminate all but one binder and allow audit process to move more smoothly
- Offer technological option of tablets to make audit process more consistent and accurate, eliminating the need for multiple binders and constant paper updates
- Implement a regular review process which compares current data across locations and addressing issues as they arise

Business Impact — Recognize a streamlined audit process that provides consistency across all locations
- Regardless of which option the client decides to implement, the team's recommendations will drastically improve the accuracy and efficiency of the key-audit process
- Number of discrepancies and errors are expected to significantly decrease

> *"It has been wonderful to work with a dedicated group of students who are fully committed to providing professional and critical recommendations and results. This group was accommodating, considerate and paid amazing attention to detail to deliver the best possible outcome. It was truly a pleasurable experience that proved to be very educational for me as well!"*
>
> *- Client Director*

Client's Challenge:
This semester IUCG partnered with a local organization to improve the tedious key audit process that is performed every day of the year. Key audits are performed in nine different locations across campus, and the team visited six of these locations to understand their specific strategies and concerns.

The key audit process has historically been time consuming and cumbersome, requiring comparison of information from three separate binders. This includes confirming that each key is in the correct place and that all keys for a given room are accounted for. There was concern with the accuracy of these daily checks.

The numerous binders, laziness of student staff, and inherent confusion about the process led to unnecessary errors and residential safety concerns. Many of the audit locations were also failing to train their staff on the correct steps of the audit process—which posed an even greater safety concern.

IUCG had four main concerns with the process: accuracy, process efficiency, communication, and consistency.

IUCG's Solution:
After three weeks collecting data, the Project Team came up with a multi-faceted solution to reduce the cumbersome and tedious nature of the key audit process.

The central issue the team recognized was the need to streamline the steps necessary to complete the key audit. By

posting the key code above where each key hangs, and adding a color coded system that shows how many keys should be hanging on each hook, the Project Team removed the need to use any binders during the key audit. To further standardize the system, the Project Team suggested reducing the occupancy check to one day per week.

Since almost all move-ins and move-outs take place over the weekend, the occupancy of each room is not changing during the week, making one occupancy check at the beginning of each week sufficient. An additional option was to supplement the key audit with tablets, removing the need for any type of binder and providing the auditors with the most up-to-date information.

Impact on client's business:
The IUCG team was able to present the client with two viable options: a technological solution and a non-technological solution.

The non-technological solution was based on color coding and reorganization of key boxes to process increase efficiency and accuracy of the key audit. The technological solution would keep information up-to-date and ensure transparency between management and employees about errors.

The Project Team presented their recommendations to the client and advised them of how to implement their solution. IUCG's suggestions streamlined the key audit process, improving efficiency and reducing errors.