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SPD | Project Request Workflow Optimization

## **Benefits**

#### 1 | Consistent request details

• eliminates confusion in communication & project goals

#### 2 | Automatic notifications

- o information directed to appropriate team member(s) automatically
- o promotes timely correspondence & customer service

#### 3 | Single collaboration platform

- Attachments, i.e. drawings, quotes, user-approvals conveniently located w/project record notes
  - singular reference location reduces reference time
- eliminates individual record keeping redundancy
- streamlines weekly update discussions
- allows for 24/7 project updates

#### 4 | KPI tracking

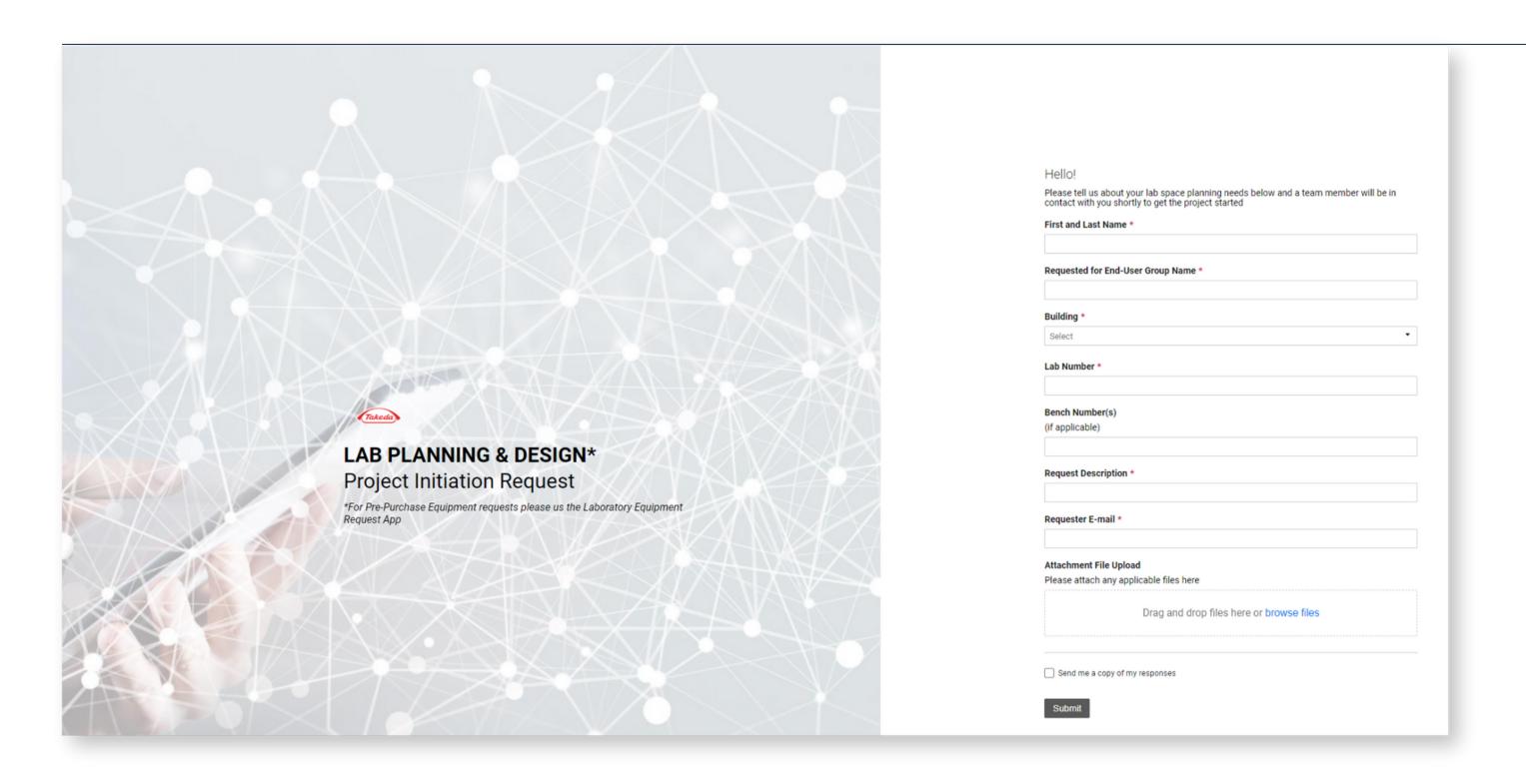
- optimize resourcing and demonstrate team efficacy
  - # of requests/week/month/year
  - request by location/type/user group
  - completion durations
  - project intensity mapping by location/type/user group





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## Consistent Details | 1

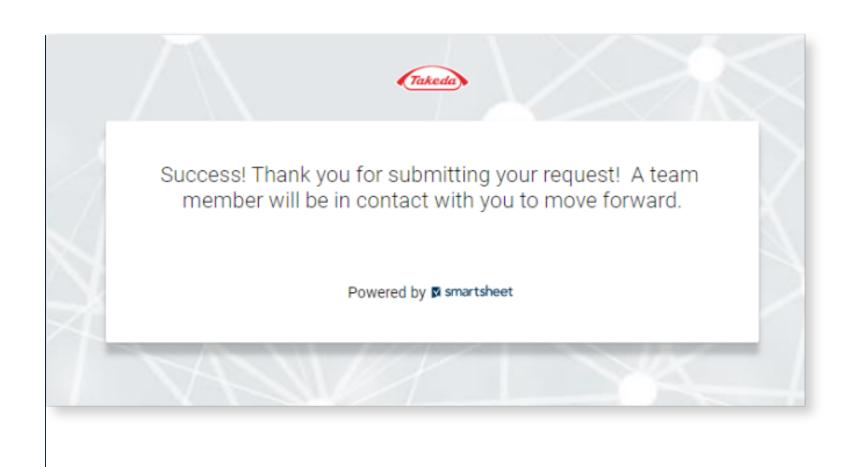


Lab Ops (and/or end-user) easily fill out the same short project description form to initiate a request



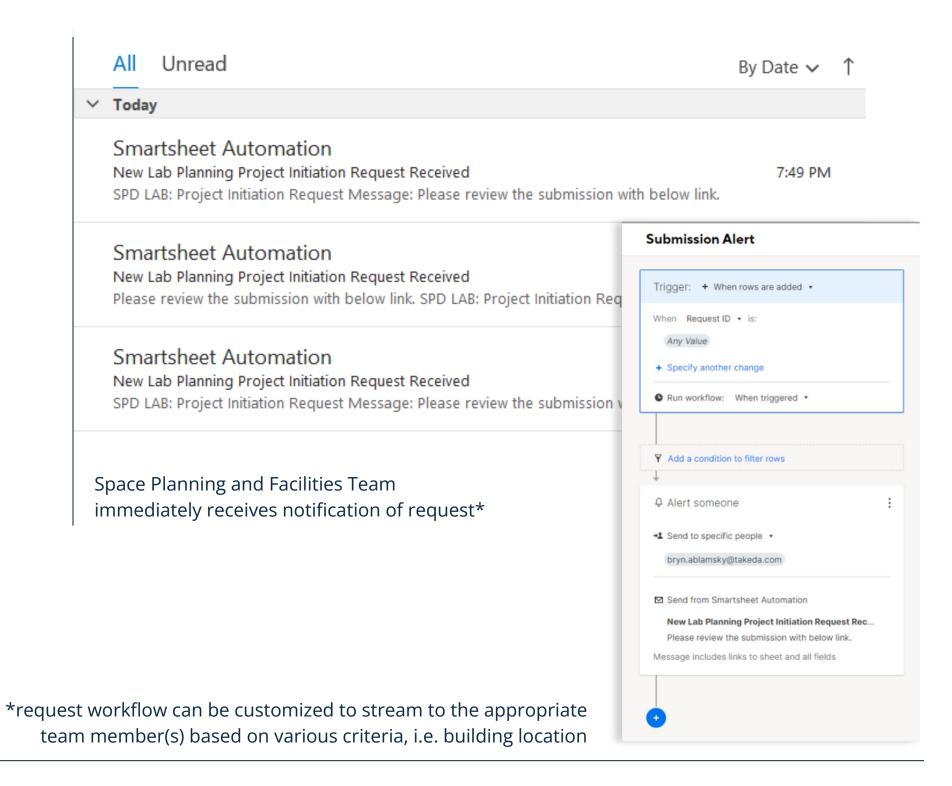
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# Automated Notifications | 2



Lab Ops (and/or end-user) immediately receives

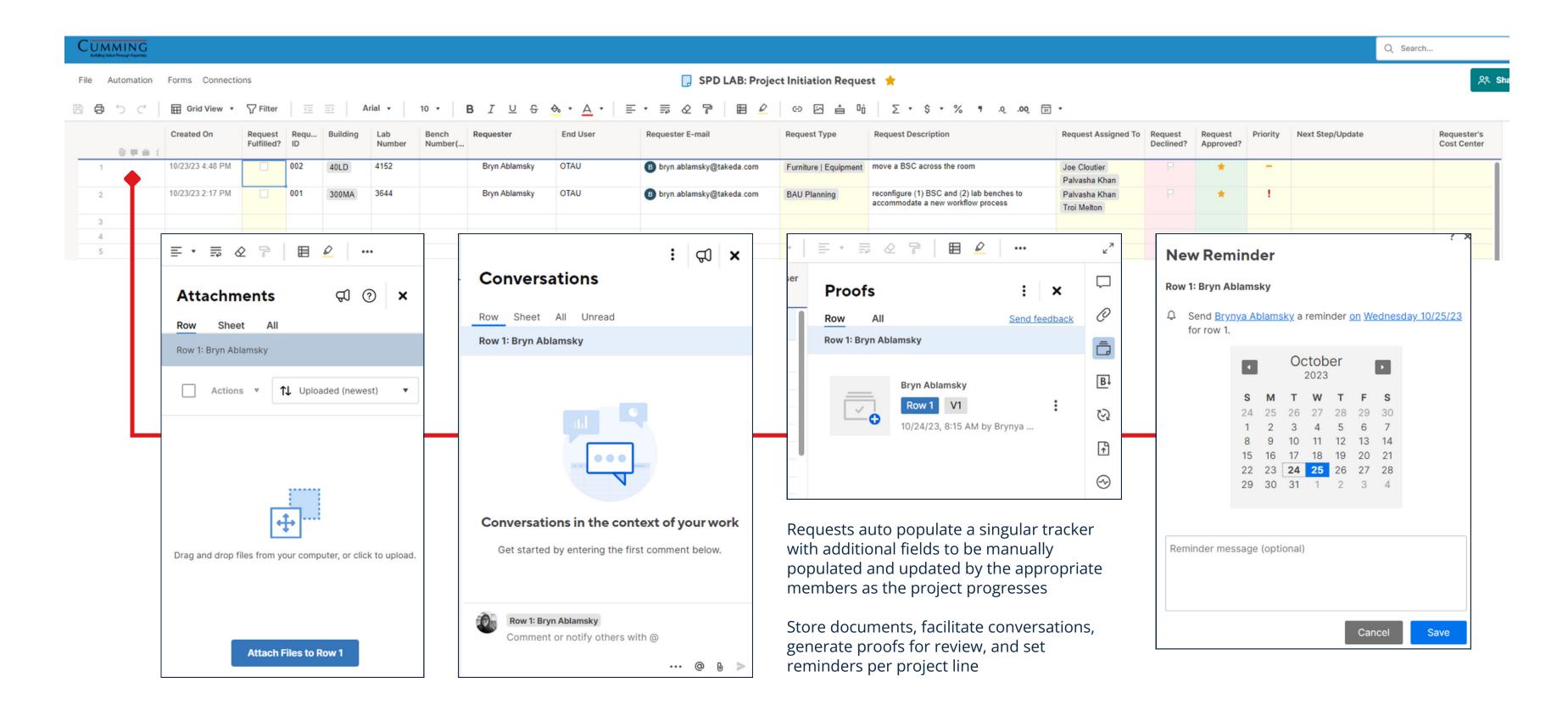
confirmation that their request was submitted





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## Singular Collaboration Platform | 3





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# KPI Tracking | 4

Various project dashboards providing valueable KPIs can then be created and autogenerated from the singular team smartsheet project tracker

