

Bookstore Improvement Team Text Ordering

October 14, 2004

Team Members

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Team Mission

- The goal of the project is to design, develop and implement processes that improve and integrate the text ordering process at the University of Miami's Bookstore.

Reason Selected

- Unsatisfactory service levels
- Lack of Systematic Communication with Faculty
- Opportunity to develop accurate forecasting algorithm for text orders
- Need for integrated electronic adoption system
- Inadequate Performance Measures

Project Goals

- Improve customer satisfaction.
- Streamline the adoption process.
- Automate the text order decision process.
- Establish and improve “Outreach” between Follett and stakeholders.

How Will Success Be Measured?

Success will be measured by data driven improvements in:

- Adoption Compliance Rates
- Accuracy of forecasted textbook decisions
- Textbooks on shelves – prior to class
- Increase in student savings via Buyback.

Situation Analysis

- Adoptions submitted long after the due date.
- Late adoptions may cause books to be unavailable on the first day of class.
- Late adoptions directly affect book buyback prices to students.

CI Adoption Staff Training

- Ongoing training of Administrative Assistants and Faculty for the online adoption system.



First EASY Adoption training seminar held for UM Department Administrative Assistants for the Spring 2004 semester. 'Interact for Improvement' was the goal at these preliminary meetings. (October, 2003)

CI Adoption Staff Training

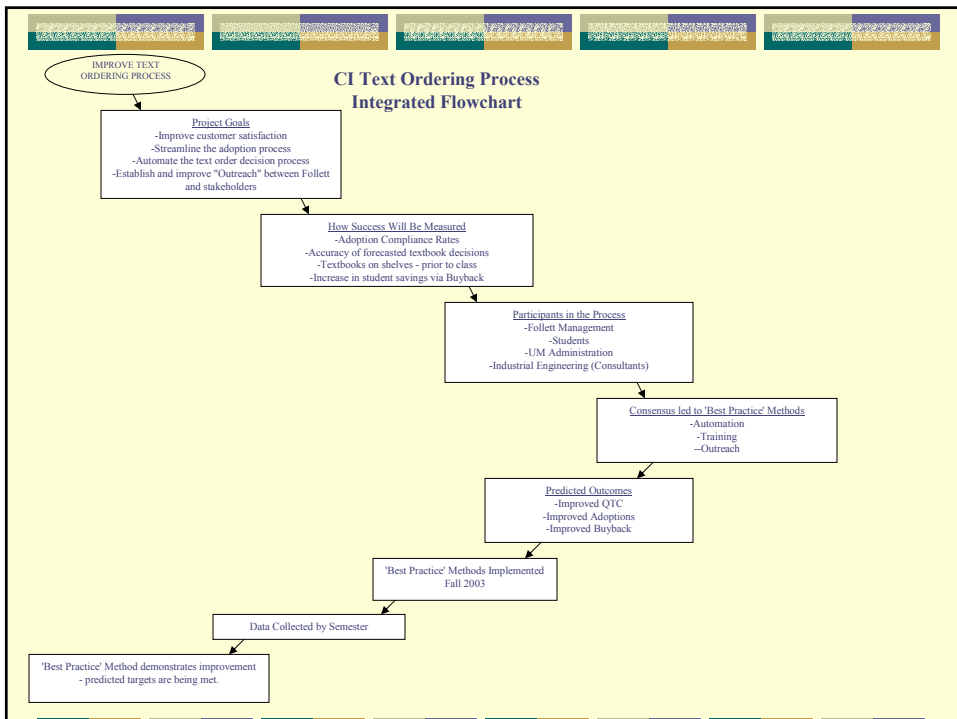
- Training includes introduction to 'Online Textbook Adoptions' User Guide.



College of Engineering, Department of Industrial Engineering Computer Lab (October, 2003)

Outreach

- Expanded and Improved Communication to all stakeholders
- Training/Education/Seminars
- 1 on 1 meetings with each Department twice a year



Web Based

Development of Online Adoption System

Course Adoption Request Form

Course Adoptions for Fall 2004

You have submitted 45 of 50 courses.

Course	Section	Instructor	Adoption Submitted	Adoption Processed	
EE2695	1	TBA	☐	☐	View/Submit Adoption
EE2699	1	TBA	☐	☐	View/Submit Adoption
EE2710	1	TBA	☐	☐	View/Submit Adoption
EE2720	1	TBA	☐	☐	View/Submit Adoption
EE2725	1	TBA	☐	☐	View/Submit Adoption
EE2730	1	TBA	☐	☐	View/Submit Adoption
EE2730	40	TBA	☐	☐	View/Submit Adoption
EE2730	80	TBA	☐	☐	View/Submit Adoption
EE2750	1	TBA	☐	☐	View/Submit Adoption
EE2750	40	TBA	☐	☐	View/Submit Adoption

Course Adoption Request Form

Course Information

Term: 20041 Instructor: Arlene
 Div/Dept: EEN Submitted: ☐
 Course Number: EE2594 Processed: ☐
 Section(s): 1

Adoption Information

Title: Handbook of Industrial Engineering ISBN: 0-471-33671-4
 Author: Subedy Required: ☐
 Publisher: John Wiley Estimated Enrollment: 10
 Edition: 3rd or most recent Comments: 3 already requested

[Back to Courses](#)

Add New Book

Course: Title:

Inst/Dept: Author:

Inst/LN: Publisher:

Required: Edition:

Estimated Enrollment: ISBN:

Comments:

[Add Book](#)

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Course Adoption Request Form

Term: 20041 Instructor: TBA
 Div/Dept: EEN Submitted: ☐
 Course Number: EE442 Processed: ☐
 Section(s): K

Add New Adoption Request?

Course: EE442 Title: Inventory Control ISBN: 123-45-6789
 Instructor First Name: X Author: Dr. Iakovlev Estimated Enrollment: 14
 Instructor Last Name: TBA Publisher: UM Comments: Newest Edition Available
 Required: ☐ Edition: 5th

[Add New Adoption request](#)

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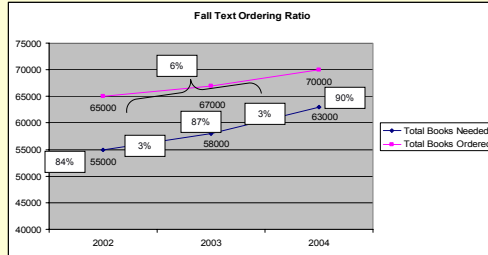
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Improvement in Text Ordering Ratio

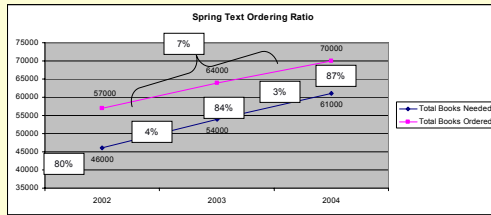
Optimal Book Orders required to ensure adequate inventory, lower inventory carrying costs and customer satisfaction.

Bookstore Fall Ordering Ratio

	2002	2003	2004
Total Books Needed	55000	58000	63000
Total Books Ordered	65000	67000	70000



Improvement of 6% (16-10%)



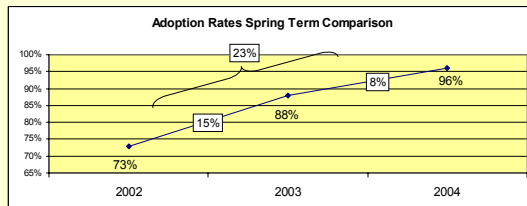
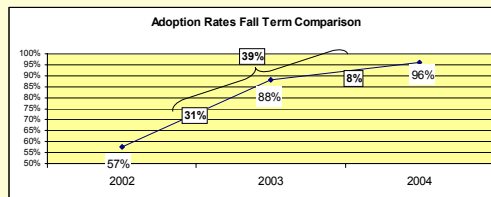
Improvement of 7% (20-13%)

Bookstore Spring Ordering Ratio

	2002	2003	2004
Total Books Needed	46000	54000	61000
Total Books Ordered	57000	64000	70000

Improvement in Adoption Rates

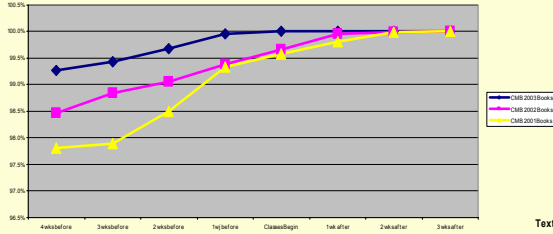
	2002	2003	2004	% Diff 2004-2002
Fall Term Comparison	57%	88%	96%	39%



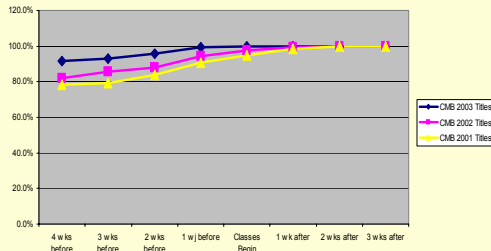
	2002	2003	2004	% Diff 2004-2002
Spring Term Comparison	73%	88%	96%	23%

Adoptions Received and Shelved By First Day of Classes

Texts Received by 1st Day of Classes



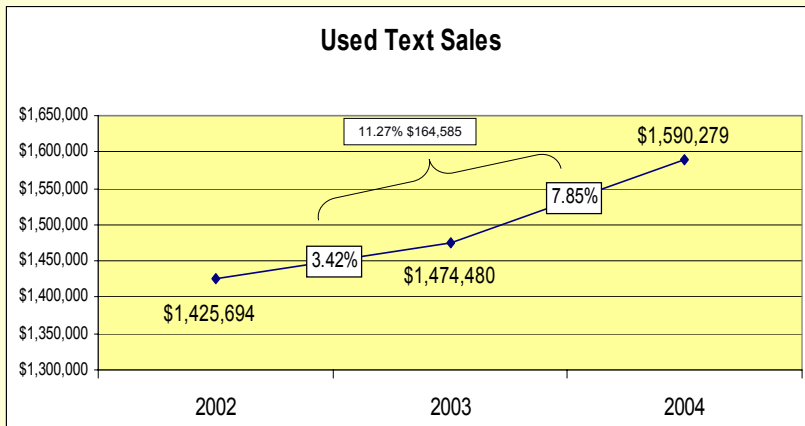
Texts Shelved by First Day of Classes



Improved Buyback for Students

	2002	2003	2004	Diff 2004-2002
Used Text Rates	\$1,425,694	\$1,474,480	\$1,590,279	\$164,585

Used Text Sales



Improved Buybacks for Students

	2002	2003	2004	Diff 2004-2002
Savings to Students Used vs New	\$712,847	\$737,240	\$795,140	\$82,293
Buyback Dollars Paid	\$578,938	\$611,947	\$632,060	\$53,122
Combined Savings Used vs New & Buyback	\$1,291,785	\$1,349,187	\$1,427,200	\$135,415

