

University of Calgary Supply Chain Management (Process Improvement) Project

Executive summary

This report contains research and recommendations regarding the current process of mail and freight delivery at the UofC campus by the UofC SCM team. We highlight potential areas of improvement are highlighted with a focus on process efficiency improvement. Classification of these potential areas and a discussion on managing project scope is followed by a description of the current state of the process. We discuss mail and freight delivery processes at length with the ultimate conclusions being that there is significant overlap in the process and that the SCM team suffers from significant absenteeism. We compile data to further emphasize these two points and discuss potential improvements. The report concludes that a recommendation of route consolidation would offer the greatest operational gains in both the short term and long term. The exact benefits and effects are found in sections 6 and 7 along with a discussion on potential future improvements.