DATA COLLECTION PLAN: INSTRUCTIONS

The data collection plan outlines that data items needed to understand the current state of the process and verify success of the improvement measures after implementation.

STEPS

1. In the first column, list the data items that are needed to support the project. These could include customer satisfaction data, processing times, cost data, backlog data, transaction volume, etc.

2. In the second column, provide a detailed description of the data needed and what it will be used for.

3. In the third column, outline the segmentation factors, or the factors that should be used to separate the data into subgroups and/or limit the data that should be provided.

4. In the fourth and fifth columns, indicate who is responsible for collecting and providing the data and by when it is needed.

5. In the last column, indicate the current status of the data collection process. You could use "Not Started", "In Progress", "On Hold", "Complete", or "Not Available".
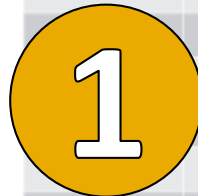
EXAMPLE

DATA COLLECTION PLAN: EXAMPLE
PROCESS: First Year Application Processing

Data Item	Definition	Segmentation Factors (Who, What, When, Where?)	Assigned To	By When	Status
Incorrect Applications	Number of applications submitted incorrectly to Undergraduate Admissions as measured by any applicant record with a history of "Return for Completion" status	By application season for the last 4 seasons	Mary	12/8	Pending
Application Processing Times	Average time to process an application from the time the application is submitted to time the decision letter is mailed to the prospective student	By applicant type (First Year, Transfer, International); and by season for the last 4 seasons	John	12/8	Complete
Customer Experience Data	Average scores from the customer experience surveys that are filled out by prospective applicants	By applicant type (First Year, Transfer, International); by season for the last 4 seasons; and by admission status	Peter	12/12	Not Available

Georgia Tech

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EXAMPLE