



New printers lead to shorter lines

WHAT THEY DID

Members of this team at the Franklin Medical Office in Colorado were frustrated with an ongoing printer issue: repeat paper jams.

Using a simple tick sheet, staff members tracked how often the printer was jammed, how much paper was thrown away and toner wasted, time spent with IT getting printers working again, and most importantly, patient wait times. The UBT took its findings to the purchasing department and had new printers within a week.

By the end of the third quarter:

\$3,631.37



MONEY SAVED

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CUSTOMER COMPLAINTS

