Media Preparation
Bail Out Plan

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Department of
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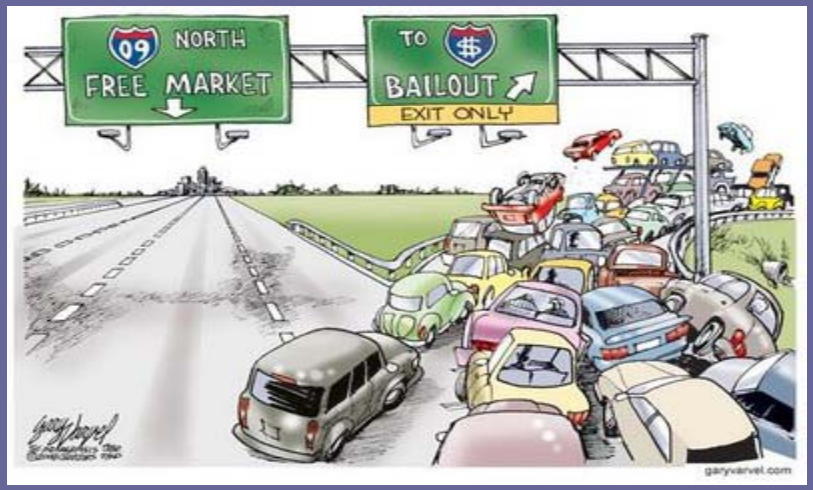
Objective

To discuss the Media Prep “Bailout” Plan, including the processes, successes and struggles, at the Texas Department of State Health Services Laboratory

Why the “bailout” plan?

- Media prep was not functioning efficiently
  - Employees were stressed out and unhappy
  - Customers were not satisfied



The problem

- Moved into a new lab facility
  - 4 times the capacity of the previous lab
  - Still working as if in the smaller lab
- New Laboratory Information Management system (LIMS)
- Poor scheduling

The Solution

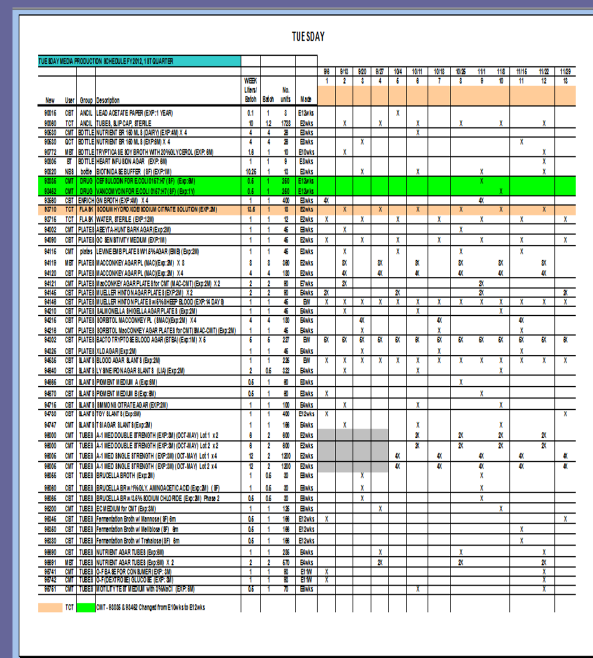
- A review of the work flow
- A review of the needs in the area

Phase I

- Compiled a list of itemized products
  - Time to produce
  - Preparation, production, QC and delivery
  - Type of product
  - Qualified staff

Phase II

- Calendar
  - Volume
  - Frequency
  - Expiration dates
  - Storage requirements



TUESDAY

TUESDAY MEDIA PRODUCTION SCHEDULE FY2012, 1ST QUARTER

New	User	Group	Description	WEEK Liters/ Batch	Batch	No. units	Made	9/6 1	9/13 2	9/20 3	9/27 4	10/4 5	10/11 6	10/18 7	10/25 8	11/1 9	11/8 10	11/16 11	11/22 12	11/29 13
80016	CBT	ANCIL	LEAD ACETATE PAPER (EXP:1 YEAR)	0.1	1	3	E12wks					X								
80060	TCT	ANCIL	TUBES, SLIP CAP, STERILE	10	12	1728	E2wks		X		X		X		X		X		X	
80630	CMT	BOTTLE	NUTRIENT BR 160 ML S (DAIRY) (EXP:4M) X 4	4	4	28	E8wks						X							
80630	QCT	BOTTLE	NUTRIENT BR 160 ML S (EXP:6M) X 4	4	4	28	E8wks			X								X		
80772	MBT	BOTTLE	TRYPTICASE SOY BROTH WITH 20%GLYCEROL (EXP: 6M)	1.8	1	10	E10wks		X										X	
80806	BT	BOTTLE	HEART INFUSION AGAR (EXP: 6M)	1	1	9	E8wks												X	
80820	NBS	bottle	BIOTINIDASE BUFFER (SF) (EXP:1M)	10.26	1	13	E8wks			X			X			X			X	
83036	CMT	DRUG	CEFSULODIN FOR E.COLI 0157:H7 (SF) (Exp:6M)	0.6	1	260	E12wks									X				
83462	CMT	DRUG	VANCOMYCIN FOR E.COLI 0157:H7 (SF) (Exp:1Y)	0.6	1	260	E12wks										X			
83580	CBT	ENRICH	GN BROTH (EXP:4M) X 4	1	1	400	E8wks	4X								4X				
83710	TCT	FLASK	SODIUM HYDROXIDE/SODIUM CITRATE SOLUTION (EXP:2M)	13.6	1	13	E2wks		X		X		X		X		X		X	
83716	TCT	FLASK	WATER, STERILE (EXP:12M)	1	1	12	E2wks	X		X		X		X		X		X		X
84002	CMT	PLATES	ABEYTA-HUNT BARK AGAR (Exp:2M)	1	1	46	E6wks		X						X					
84060	CBT	PLATES	GC SENSITIVITY MEDIUM (EXP:1M)	1	1	46	E2wks	X		X		X		X		X		X		X
84116	CMT	plates	LEVINE EMB PLATES W/1.5% AGAR (EMB) (Exp:2M)	1	1	46	E3wks		X			X			X			X		
84119	MBT	PLATES	MACCONKEY AGAR PL (MAC)(Exp:2M) X 8	8	8	360	E2wks		8X		8X		8X		8X		8X		8X	
84120	CBT	PLATES	MACCONKEY AGAR PL (MAC)(Exp:2M) X 4	4	4	180	E2wks		4X		4X		4X		4X		4X		4X	
84121	CMT	PLATES	MacCONKEY AGAR PLATES for CMT (MAC-CMT) (Exp:2M) X 2	2	2	90	E7wks		2X							2X				
84146	CBT	PLATES	MUELLER HINTON AGAR PLATES (EXP:2M) X 2	2	2	90	E4wks	2X				2X				2X				2X
84148	CBT	PLATES	MUELLER HINTON PLATES w/5% SHEEP BLOOD (EXP:14 DAYS)	1	1	46	EW	X	X	X	X	X	X	X	X	X	X	X	X	X
84210	CBT	PLATES	SALMONELLA SHIGELLA AGAR PLATES (Exp:2M)	1	1	46	E4wks		X				X				X			
84216	CBT	PLATES	SORBITOL MACCONKEY PL (SMAC)(Exp:2M) X 4	4	4	180	E4wks			4X				4X				4X		
84218	CMT	PLATES	SORBITOL MacCONKEY AGAR PLATES for CMT (SMAC-CMT) (Exp:2M)	1	1	46	E4wks			X				X				X		
84302	CBT	PLATES	BACTO TRYPTOSE BLOOD AGAR (BTBA) (Exp:1M) X 6	6	6	227	EW	6X	6X	6X	6X	6X	6X	6X	6X	6X	6X	6X	6X	6X
84326	CBT	PLATES	XLD AGAR (Exp:2M)	1	1	46	E4wks			X				X				X		
84636	CBT	SLANTS	BLOOD AGAR SLANTS (Exp:2M)	1	1	226	EW	X	X	X	X	X	X	X	X	X	X	X	X	X
84640	CBT	SLANTS	LYSINE IRON AGAR SLANTS (LIA) (Exp:2M)	2	0.5	322	E4wks		X				X				X			
84666	CBT	SLANTS	PIGMENT MEDIUM A (Exp:6M)	0.6	1	60	E8wks								X					
84670	CBT	SLANTS	PIGMENT MEDIUM B (Exp:6M)	0.6	1	60	E8wks	X								X				
84716	CBT	SLANTS	SIMMONS CITRATE AGAR (EXP:2M)	1	1	100	E4wks		X				X				X			
84730	CBT	SLANTS	TGY SLANTS (Exp:6M)	1	1	400	E12wks	X												X
84747	CMT	SLANTS	TSI AGAR SLANTS (Exp:2M)	1	1	166	E4wks		X				X				X			
86000	CMT	TUBES	A-1 MED DOUBLE STRENGTH (EXP:3M) (OCT-MAY) Lot 1 x 2	6	2	600	E2wks						2X		2X		2X		2X	
86000	CMT	TUBES	A-1 MED DOUBLE STRENGTH (EXP:3M) (OCT-MAY) Lot 2 x 2	6	2	600	E2wks						2X		2X		2X		2X	
86006	CMT	TUBES	A-1 MED SINGLE STRENGTH (EXP:3M) (OCT-MAY) Lot 1 x 4	12	2	1200	E2wks					4X		4X		4X		4X		4X
86006	CMT	TUBES	A-1 MED SINGLE STRENGTH (EXP:3M) (OCT-MAY) Lot 2 x 4	12	2	1200	E2wks					4X		4X		4X		4X		4X
86066	CBT	TUBES	BRUCELLA BROTH (Exp:2M)	1	0.5	30	E8wks			X						X				
86080	CBT	TUBES	BRUCELLA BR w/1% GLY. AMINOACETIC ACID (Exp:2M) (SF)	1	0.5	30	E8wks			X						X				
86086	CBT	TUBES	BRUCELLA BR w/3.5% SODIUM CHLORIDE (Exp:2M) Phase 2	0.6	0.6	30	E8wks			X						X				
86200	CMT	TUBES	EC MEDIUM for CMT (Exp:3M)	1	1	126	E8wks				X						X			
86346	CBT	TUBES	Fermentation Broth w/ Mannose (SF) 6m	0.6	1	166	E12wks	X												X
86350	CBT	TUBES	Fermentation Broth w/ Melibiose (SF) 6m	0.6	1	166	E12wks											X		
86380	CBT	TUBES	Fermentation Broth w/ Trehalose (SF) 6m	0.6	1	166	E12wks											X		
86690	CBT	TUBES	NUTRIENT AGAR TUBES (Exp:6M)	1	1	286	E4wks				X				X				X	
86691	MBT	TUBES	NUTRIENT AGAR TUBES (Exp:6M) X 2	2	2	570	E4wks				2X				2X				2X	
86741	CMT	TUBES	O-F BASE FOR CONSUMER (EXP: 3M)	1	1	80	E11W	X											X	
86742	CMT	TUBES	O-F (DEXTROSE) GLUCOSE (EXP: 3M)	1	1	80	E11W	X											X	
86761	CMT	TUBES	MOTILITY TEST MEDIUM with 3% NaCl (EXP: 6M)	0.6	1	70	E8wks						X						X	

TCT | CMT - 83036 & 83462 Changed from E10wks to E12wks

12 Week Schedule

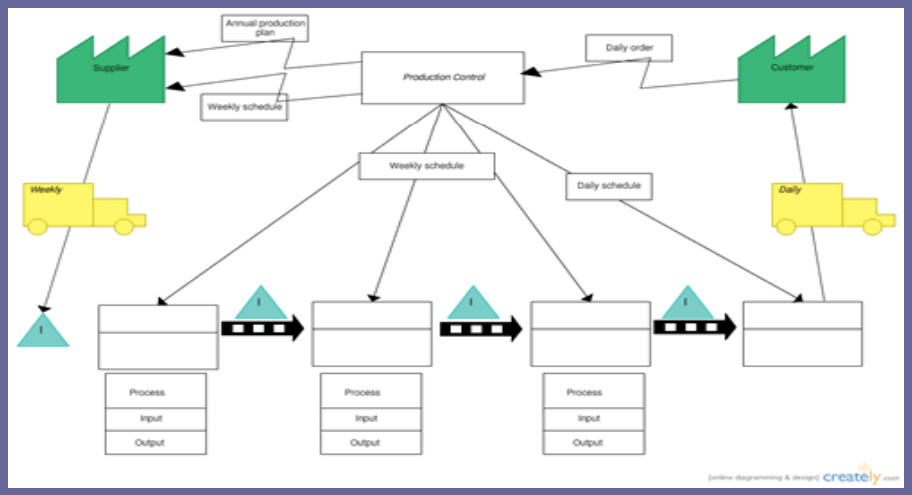
TUESDAY

TUESDAY MEDIA PRODUCTION SCHEDULE FY2012, 1ST QUARTER								9/4	9/11	9/20	9/27	10/4	10/11	10/18	10/25	11/1	11/8	11/15	11/22	11/29
				WEEK Liters/		No.		1	2	3	4	5	6	7	8	9	10	11	12	13
New	User	Group	Description	Batch	Batch	units	Made													
90016	CBT	ANCIL	LEAD ACETATE PAPER (EXP:1 YEAR)	0.1	1	8	E12wks					X								
90080	TCT	ANCIL	TUBES, SLIP CAP, STERILE	10	1.2	1728	E2wks		X		X		X		X		X		X	
90630	CMT	BOTTLE	NUTRIENT BR 160 ML S (DAIRY) (EXP:4M) X 4	4	4	28	E8wks						X							
90630	QCT	BOTTLE	NUTRIENT BR 160 ML S (EXP:8M) X 4	4	4	28	E8wks			X								X		
90772	MBT	BOTTLE	TRYPTICASE SOY BROTH WITH 20%GLYCEROL (EXP: 6M)	1.8	1	10	E10wks		X										X	
90805	ST	BOTTLE	HEART INFUSION AGAR (EXP: 6M)	1	1	9	E8wks												X	
90820	NBS	bottle	BIOTINIDASE BUFFER (SF) (EXP:1M)	10.25	1	13	E8wks			X			X			X			X	
93035	CMT	DRUG	CEFSULODIN FOR E.COLI 0157:H7 (SF) (Exp:6M)	0.5	1	250	E12wks									X				
93462	CMT	DRUG	VANCOMYCIN FOR E.COLI 0157:H7 (SF) (Exp:1Y)	0.5	1	250	E12wks										X			
93690	CBT	ENRICH	GN BROTH (EXP:4M) X 4	1	1	400	E8wks	4X								4X				
93710	TCT	FLASK	SODIUM HYDROXIDE/SODIUM CITRATE SOLUTION (EXP:2M)	13.5	1	18	E2wks		X		X		X		X		X		X	
93716	TCT	FLASK	WATER, STERILE (EXP:12M)	1	1	12	E2wks	X		X		X		X		X		X		X
94002	CMT	PLATES	ABEYTA-HUNT BARK AGAR (Exp:2M)	1	1	45	E8wks		X						X					
94090	CBT	PLATES	GC SENSITIVITY MEDIUM (EXP:1M)	1	1	45	E2wks	X		X		X		X		X		X		X
94116	CMT	plates	LEVINE EMB PLATES W/1.5% AGAR (EMB) (Exp:2M)	1	1	45	E8wks		X			X			X			X		
94119	MBT	PLATES	MACCONKEY AGAR PL (MAC)(Exp:2M) X 8	8	8	360	E2wks		8X		8X		8X		8X		8X		8X	
94120	CBT	PLATES	MACCONKEY AGAR PL (MAC)(Exp:2M) X4	4	4	180	E2wks		4X		4X		4K		4X		4X		4X	
94121	CMT	PLATES	MacCONKEY AGAR PLATES for CMT (MAC-CMT) (Exp:2M) X 2	2	2	90	E7wks		2X							2X				
94145	CBT	PLATES	MUELLER HINTON AGAR PLATES (EXP:2M) X 2	2	2	90	E4wks	2X				2X				2X				2K
94148	CBT	PLATES	MUELLER HINTON PLATES w/5%SHEEP BLOOD (EXP: 14 DAYS)	1	1	45	EW	X	X	X	X	X	X	X	X	X	X	X	X	X
94210	CBT	PLATES	SALMONELLA SHIGELLA AGAR PLATES (Exp:2M)	1	1	45	E4wks		X				X				X			
94216	CBT	PLATES	SORBITOL MACCONKEY PL (SMAC)(Exp:2M) X4	4	4	180	E4wks			4X				4X				4X		
94218	CMT	PLATES	SORBITOL MacCONKEY AGAR PLATES for CMT (SMAC-CMT) (Exp:2M)	1	1	45	E4wks			X				X				X		
94302	CBT	PLATES	BACTO TRYPTOSE BLOOD AGAR (BTBA) (Exp:1M) X 5	5	5	227	EW	5X	5X	5X	5X	5X	5K	5X	5X	5X	5X	5X	5X	5K
94325	CBT	PLATES	XLD AGAR (Exp:2M)	1	1	45	E4wks			X				X				X		
94535	CBT	SLANTS	BLOOD AGAR SLANTS (Exp:2M)	1	1	225	EW	X	X	X	X	X	X	X	X	X	X	X	X	X
94540	CBT	SLANTS	LYSINE IRON AGAR SLANTS (LIA) (Exp:2M)	2	0.5	322	E4wks		X				X				X			
94585	CBT	SLANTS	PIGMENT MEDIUM A (Exp:8M)	0.5	1	60	E8wks								X					
94570	CBT	SLANTS	PIGMENT MEDIUM B (Exp:6M)	0.5	1	60	E8wks	X								X				
94715	CBT	SLANTS	SIMMONS CITRATE AGAR (EXP:2M)	1	1	100	E4wks		X				X				X			
94730	CBT	SLANTS	TSY SLANTS (Exp:8M)	1	1	400	E12wks	X												X
94747	CMT	SLANTS	TSI AGAR SLANTS (Exp:2M)	1	1	188	E4wks		X				X				X			
94000	CMT	TUBES	A-1 MED DOUBLE STRENGTH (EXP:3M) (OCT-MAY) Lot 1 x 2	8	2	800	E2wks						2K		2K		2K		2K	
94000	CMT	TUBES	A-1 MED DOUBLE STRENGTH (EXP:3M) (OCT-MAY) Lot 2 x 2	8	2	800	E2wks						2K		2K		2K		2K	
94005	CMT	TUBES	A-1 MED SINGLE STRENGTH (EXP:3M) (OCT-MAY) Lot 1 x 4	12	2	1200	E2wks					4X		4X		4X		4X		4K
94005	CMT	TUBES	A-1 MED SINGLE STRENGTH (EXP:3M) (OCT-MAY) Lot 2 x 4	12	2	1200	E2wks					4X		4X		4X		4X		4K
94055	CBT	TUBES	BRUCELLA BROTH (Exp:2M)	1	0.5	30	E8wks			X						X				
94060	CBT	TUBES	BRUCELLA BR w/1%GLY. AMINOACETIC ACID (Exp:2M) (SF)	1	0.5	30	E8wks			X						X				
94065	CBT	TUBES	BRUCELLA BR w/3.5% SODIUM CHLORIDE (Exp:2M) Phase 2	0.5	0.5	30	E8wks			X						X				
94200	CMT	TUBES	ECM EDIUM for CMT (Exp:3M)	1	1	125	E8wks				X						X			
94545	CBT	TUBES	Fermentation Broth w/ Mannose (SF) 6m	0.5	1	188	E12wks	X												X
94550	CBT	TUBES	Fermentation Broth w/ Mellibiose (SF) 6m	0.5	1	188	E12wks											X		
94530	CBT	TUBES	Fermentation Broth w/ Trehalose (SF) 6m	0.5	1	188	E12wks											X		
94690	CBT	TUBES	NUTRIENT AGAR TUBES (Exp:8M)	1	1	285	E4wks				X				X				X	
94691	MBT	TUBES	NUTRIENT AGAR TUBES (Exp:8M) X 2	2	2	570	E4wks				2X				2X				2K	
94741	CMT	TUBES	O-F BASE FOR CONSUMER (EXP: 3M)	1	1	80	E1fW	X											X	
94742	CMT	TUBES	O-F (DEXTROSE) GLUCOSE (EXP: 3M)	1	1	80	E1fW	X											X	
94761	CMT	TUBES	MOTILITY TEST MEDIUM with 3%NaCl (EXP: 6M)	0.5	1	70	E8wks						X						X	
	TCT		CMT - 93035 & 93462 Changed from E10wks to E12wks																	

Phase III

Met with customers

Assessed the differences

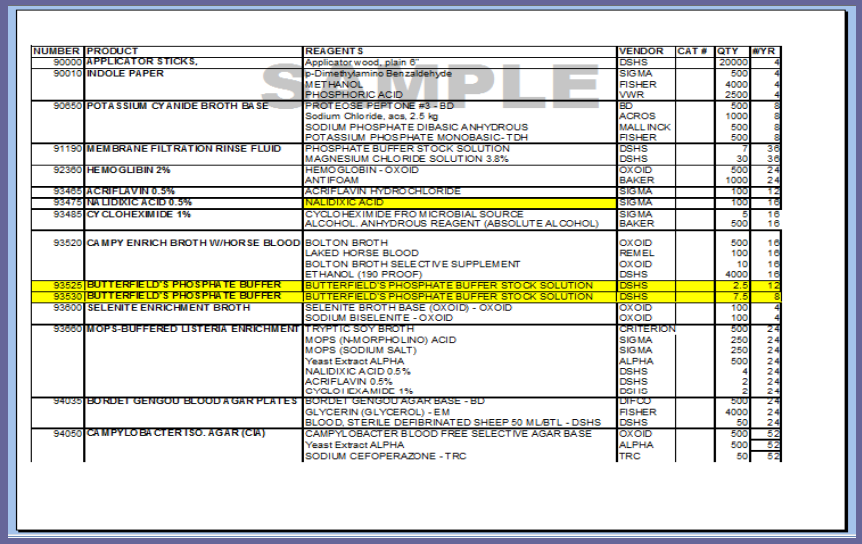


The findings

- Employee hours needed modification to accommodate preparatory work
- The 12 week schedule for media storage was based on capacity of old lab
- Duplicate production efforts
- Production of some media no longer needed

Phase IV

- Inventory of products needed to increase volume production



NUMBER	PRODUCT	REAGENTS	VENDOR	CAT #	QTY	#YR
90000	APPLICATOR STICKS,	Applicator wood, plain 6"	DSHS		20000	4
90010	INDOLE PAPER	p-Dimethylamino Benzaldehyde	SIGMA		500	4
		METHANOL	FISHER		4000	4
		PHOSPHORIC ACID	VWR		2500	4
90650	POTASSIUM CYANIDE BROTH BASE	PROTEOSE PEPTONE #3 - BD	BD		500	8
		Sodium Chloride, acs, 2.5 kg	ACROS		1000	8
		SODIUM PHOSPHATE DIBASIC ANHYDROUS	MALLINCK		500	8
		POTASSIUM PHOSPHATE MONOBASIC - TDH	FISHER		500	8
91190	MEMBRANE FILTRATION RINSE FLUID	PHOSPHATE BUFFER STOCK SOLUTION	DSHS		7	36
		MAGNESIUM CHLORIDE SOLUTION 3.8%	DSHS		30	36
92360	HEMOGLIBIN 2%	HEMOGLOBIN - OXOID	OXOID		500	24
		ANTIFOAM	BAKER		1000	24
93455	ACRIFLAVIN 0.5%	ACRIFLAVIN HYDROCHLORIDE	SIGMA		100	12
93475	NALIDIXIC ACID 0.5%	NALIDIXIC ACID	SIGMA		100	16
93485	CYCLOHEXIMIDE 1%	CYCLOHEXIMIDE FRO MICROBIAL SOURCE	SIGMA		5	16
		ALCOHOL, ANHYDROUS REAGENT (ABSOLUTE ALCOHOL)	BAKER		500	16
93520	CAMPY ENRICH BROTH W/HORSE BLOOD	BOLTON BROTH	OXOID		500	16
		LAKED HORSE BLOOD	REMEL		100	16
		BOLTON BROTH SELECTIVE SUPPLEMENT	OXOID		10	16
		ETHANOL (190 PROOF)	DSHS		4000	16
93525	BUTTERFIELD'S PHOSPHATE BUFFER	BUTTERFIELD'S PHOSPHATE BUFFER STOCK SOLUTION	DSHS		2.5	12
93530	BUTTERFIELD'S PHOSPHATE BUFFER	BUTTERFIELD'S PHOSPHATE BUFFER STOCK SOLUTION	DSHS		7.5	8
93600	SELENITE ENRICHMENT BROTH	SELENITE BROTH BASE (OXOID) - OXOID	OXOID		100	4
		SODIUM BISELENITE - OXOID	OXOID		100	4
93660	MOPS-BUFFERED LISTERIA ENRICHMENT	TRYPTIC SOY BROTH	CRITERION		500	24
		MOPS (N-MORPHOLINO) ACID	SIGMA		250	24
		MOPS (SODIUM SALT)	SIGMA		250	24
		Yeast Extract ALPHA	ALPHA		500	24
		NALIDIXIC ACID 0.5%	DSHS		4	24
		ACRIFLAVIN 0.5%	DSHS		2	24
		CYCLOHEXAMIDE 1%	DSHS		2	24
94035	BORDET GENGOU BLOOD AGAR PLATES	BORDET GENGOU AGAR BASE - BD	DIFCO		500	24
		GLYCERIN (GLYCEROL) - EM	FISHER		4000	24
		BLOOD, STERILE DEFIBRINATED SHEEP 50 ML/BTL - DSHS	DSHS		50	24
94050	CAMPYLOBACTER ISO. AGAR (CIA)	CAMPYLOBACTER BLOOD FREE SELECTIVE AGAR BASE	OXOID		500	52
		Yeast Extract ALPHA	ALPHA		500	52
		SODIUM CEFOPERAZONE - TRC	TRC		50	52

Master Inventory List

NUMBER	PRODUCT	REAGENTS	VENDOR	CAT #	QTY	#YR
90000	APPLICATOR STICKS,	Applicator wood, plain 6"	DSHS		20000	4
90010	INDOLE PAPER	p-Dimethylamino Benzaldehyde	SIGMA		500	4
		METHANOL	FISHER		4000	4
		PHOSPHORIC ACID	VWR		2500	4
90650	POTASSIUM CYANIDE BROTH BASE	PROTEOSE PEPTONE #3 - BD	BD		500	8
		Sodium Chloride, acs, 2.5 kg	ACROS		1000	8
		SODIUM PHOSPHATE DIBASIC ANHYDROUS	MALLINCK		500	8
		POTASSIUM PHOSPHATE MONOBASIC- TDH	FISHER		500	8
91190	MEMBRANE FILTRATION RINSE FLUID	PHOSPHATE BUFFER STOCK SOLUTION	DSHS		7	36
		MAGNESIUM CHLORIDE SOLUTION 3.8%	DSHS		30	36
92360	HEMOGLIBIN 2%	HEMOGLOBIN - OXOID	OXOID		500	24
		ANTIFOAM	BAKER		1000	24
93465	ACRIFLAVIN 0.5%	ACRIFLAVIN HYDROCHLORIDE	SIGMA		100	12
93475	NALIDIXIC ACID 0.5%	NALIDIXIC ACID	SIGMA		100	16
93485	CYCLOHEXIMIDE 1%	CYCLOHEXIMIDE FRO MICROBIAL SOURCE	SIGMA		5	16
		ALCOHOL, ANHYDROUS REAGENT (ABSOLUTE ALCOHOL)	BAKER		500	16
93520	CAMPY ENRICH BROTH W/HORSE BLOOD	BOLTON BROTH	OXOID		500	16
		LAKED HORSE BLOOD	REMEL		100	16
		BOLTON BROTH SELECTIVE SUPPLEMENT	OXOID		10	16
		ETHANOL (190 PROOF)	DSHS		4000	16
93525	BUTTERFIELD'S PHOSPHATE BUFFER	BUTTERFIELD'S PHOSPHATE BUFFER STOCK SOLUTION	DSHS		2.5	12
93530	BUTTERFIELD'S PHOSPHATE BUFFER	BUTTERFIELD'S PHOSPHATE BUFFER STOCK SOLUTION	DSHS		7.5	8
93600	SELENITE ENRICHMENT BROTH	SELENITE BROTH BASE (OXOID) - OXOID	OXOID		100	4
		SODIUM BISELENITE - OXOID	OXOID		100	4
93660	MOPS-BUFFERED LISTERIA ENRICHMENT	TRYPTIC SOY BROTH	CRITERION		500	24
		MOPS (N MORPHOLINO) ACID	SIGMA		250	24
		MOPS (SODIUM SALT)	SIGMA		250	24
		Yeast Extract ALPHA	ALPHA		500	24
		NALIDIXIC ACID 0.5%	DSHS		4	24
		ACRIFLAVIN 0.5%	DSHS		2	24
		CYCLOHEXAMIDE 1%	DSHS		2	24
94035	BORDET GENGOU BLOOD AGAR PLATES	BORDET GENGOU AGAR BASE - BD	DIFCO		500	24
		GLYCERIN (GLYCEROL) - EM	FISHER		4000	24
		BLOOD, STERILE DEFIBRINATED SHEEP 50 ML/BTL - DSHS	DSHS		50	24
94050	CAMPYLOBACTER ISO. AGAR (CIA)	CAMPYLOBACTER BLOOD FREE SELECTIVE AGAR BASE	OXOID		500	52
		Yeast Extract ALPHA	ALPHA		500	52
		SODIUM CEFOPERAZONE - TRC	TRC		50	52

Phase V

- Notify customers of changes
- Modify production schedule

Phase VI

- Trial Run
  - Adjustments made to schedule
  - Done in increments to evaluate
    - Month one
    - Month three
    - Month six

Phase VII

Go Live!

The Results

- Employee hours were modified to accommodate prep work
- Skeleton crew work schedule implemented
- Produce larger quantities less frequently
- Standardize recipes where applicable

Savings

- Decrease units produced every 12 weeks by 17.5% (from 1026 units to 846)
- Cost savings for reagents approximately $2000/12 weeks
- Overtime staff costs reduced by approximately $2448/12 weeks

The Most Important Result

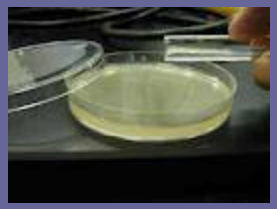
Morale Improved!

The Biggest Struggle

Getting people to believe in the changes and the processes

Current State

- The Media Prep area is short staffed
  - 3 people have left
- In the same situation as when this was first implemented



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