AUA Annual Conference 2019

'THERE'S GOT TO BE A BETTER WAY ...'

Steps to Process Improvement

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Durple

AGENDA

1. Introductions

- 2. Who are Purple Consultants?
- 3. What is BPR?
- 4. How Manchester Met. University improved their processes
- 5. Process discovery activity





INTRODUCTION



Purple's Experience

Not-for-

**



How we work with our clients

Strategy Customer Experience







What is BPR?



What is Business Process Review?

Process

Series of interconnected activities that transform inputs into outputs

Process Map

Pictorial representation of the sequence of activity that comprise a process

Process Library

Repository for process maps



There's got to be a better way ...

STEP ONE: PROCESS DISCOVERY

STEP TWO: MAP AS-IS

STEP THREE: MAP TO-BE

Discover what processes you have.

- How many?
- Complexity?
- Opportunity for process improvement, efficiency, automation & technology enablement, increased engagement & satisfaction

What steps do you take for your current processes?

 Map out your As-Is processes

What does the future state look like?

 Map out your To-Be processes **Process Discovery**

Identify processes at a high-level



Sample Tool to Analyse Processes

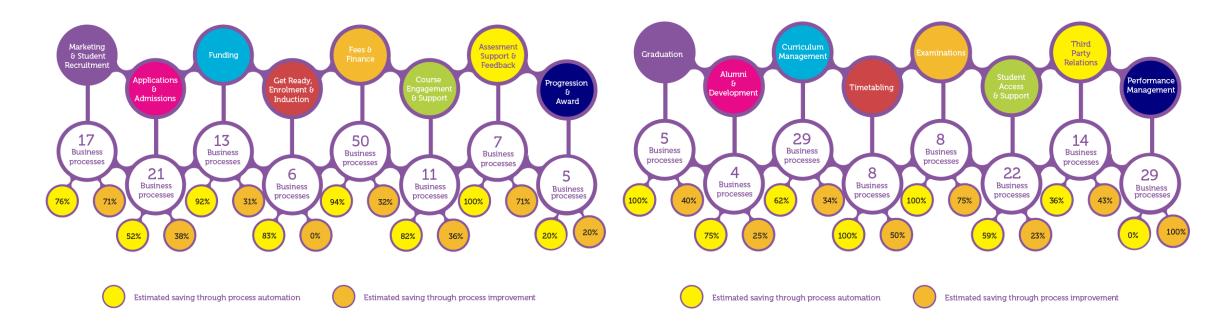
Purple Process	Department	Process Name	Process Description	Process Outcomes & Objectives	Comments	Documen tation sta	Externa I stakebo I	Complexit	Process improvemen t opport ?	Process improvement opportu ratin	Process improvement opportunity comments	Automation opportunitu ?	Automation opportunity ratin	Automation opportunity comments	Process improvemen scor	Process automatio n sc 🖵	Aggregated sco	Aggregated opportunitu ratiny	Process improvement percent	Process automation percent	Overall improvement opportu
MMU- PRO-001																					25%
PRO-002		Prepare for online application				Full	Yes	Medium	Yes		Opportunity to remove rework from the process and to increase efficiency through standardisation.	Yes	High	Automation of the maintenance of course listing for online application would significantly improve the process.	2	3	5	High Opportunity	25%	50%	50%
MMU- PBO-003																					0%
MMU- PRO-004																		NIA	0%	0%	0%
MMU- PBO-005																		NłA	0%	0%	0%
MMU- PRO-003 MMU- PRO-004 MMU- PRO-005 MMU- PRO-006																		NłA	0%	0%	0%

Process ID
Department
Process Name
Process Description
Process Outcomes & Objectives
Comments
Documentation status (full/part/none)
External stakeholder interaction? (yes/no)
Complexity (high, medium, low)
Process improvement opportunity?
Process improvement opportunity rating (high, medium, low)
Process improvement opportunity comments

Process improvement opportunity comments
Automation opportunity? (yes/no)
Automation opportunity rating (high, medium, low)
Automation opportunity comments
Process improvement score
Process automation score
Aggregated score
Aggregated opportunity rating
Process improvement percentage
Process automation percentage
Overall improvement opportunity

Transformation Opportunities Summary

This is an example of opportunities for improving efficiency and process automation at business function level.



E.g., Marketing & Student Recruitment = 17 business processes

76% opportunity for improved operational efficiency through process automation

71% same processes also deliver operational efficiency through process re-engineering/improvement

Transformation Opportunities Summary

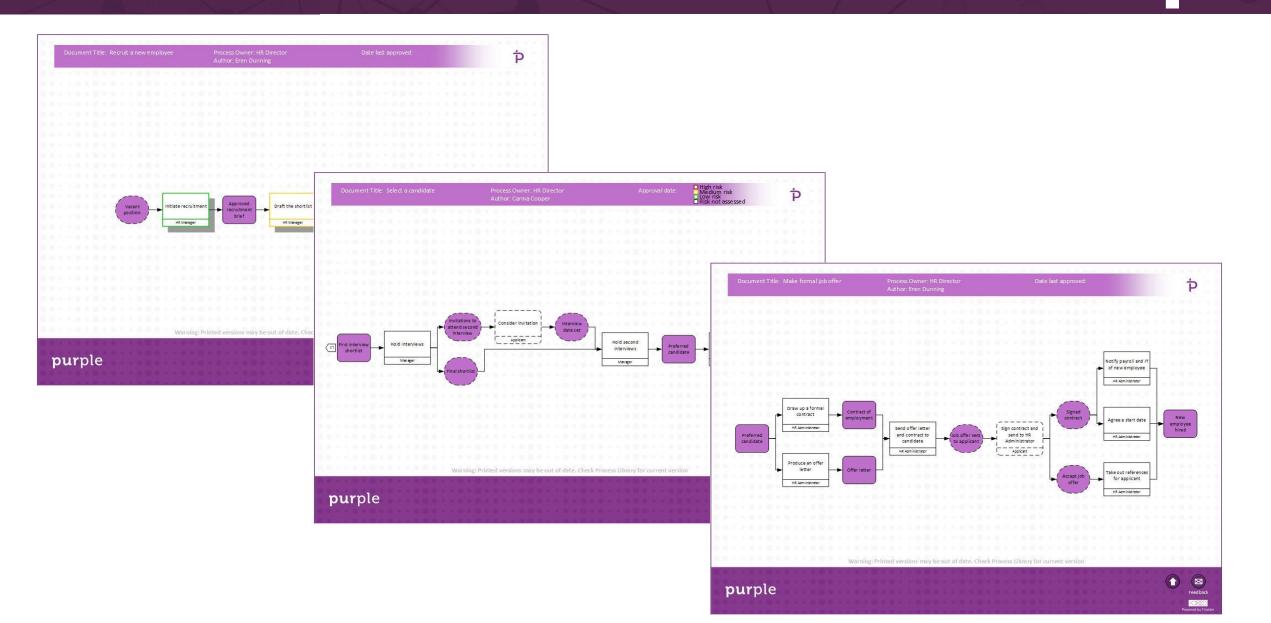
This is an example of opportunities identified per function at process level.

Functional Area	Process Name	Process improvement opportunity	Process improvement opportunity comments	Process automation opportunity	Process automation opportunity comments	Aggregated opportunity
Third Party Relations	Introduce Articulation and Progression Courses	High	Consolidate the process with Apprenticeships, Placements, Outbound, Articulation and Progression, as all process are similar in terms of (identify opportunity or placement, design course content or learning elements, mentoring, assessment and completion.	N/A	Limited automation opportunity.	High
Third Party Relations	Manage student placements	High	During the Predeparture support there are two key areas of Risk, (Ensure Occupational Health has been completed and DBS approval). The ideal situation is that both of these requirements are completed prior to the student commencing the course, e.g., at enrolment. It would remove the waiting time, the requirement of the additional process of checking the government 99 list and eliminate the current risk health, safety and security for both student and placement recipients.		Remove the requirement to fill in time sheets and separate forms by introducing a placement App linked to the student record or profile. App will need to be accessible to Mentors, placement team, Student and course Leaders. App should include all necessary requirements to complete placement criteria including attachments of progression evidence, evaluations and assignments.	High
Third Party Relations	Outbound Study	High	The is a very repetitive process of (partnering, application, prerequisites and various stages of acceptance. If a system could allow all the potential partnerships to suggest the opportunities that exist and the necessary prerequisites prior to marketing or involving students this would enable time, and money to be directed at directly advertising the real opportunity's. Any Student wishing to apply would know the prerequisites prior to applying and the requirements of the partner university would be guaranteed.		If a system could accommodate all the partnership universities, and prerequisites a marching opportunity would exist prior to any student making an application.	High

As-Is Functional Business Model

	Purple	Manchester M	Manchester Metropolitan University			
	Curriculum Management	Applications & Admissions	Get Ready Enrolment & Induction	Assessment Support & Feedback	Fees & Finance	Graduation & Certification
	Maintain The Curriculum	Prepare For Applications	Enrolment	Assess Coursework	After Billings	Graduation
	Vary assessment regulations Set up new award in systems	Set up courses on UCAS Prepare for online	Check academic standing of returning students Enrol a student	produce coursework Provide SKS and TARDIS	Run open item reports in TBD Audit student billings in Skynet	Make Booking System Set Up Paradox and Maintenance Conferment system
	Produce draft programme information Plan academic approval event		Prepare for enrolment		Prepare and issue a refund Prepare HESA student finance fields	Produce send final award certificates and transcripts Graduate a student
	Obtain strategic approval for a collaborative	Manage sponsors Produce the confirmation report	Induction		Billing & Adjustments	Prepare certificates and parchments for distribution removing any students with outstanding debts
	Obtain strategic approval Obtain approval for a new	Maintain and train educational advisors Publish international entry requirements	Plan for induction Schedule Welcome Programme Activities	Publish provisional marks and feedback to students	Invoice for resit fees Invoice Postgraduate taught and US UG scholarships	
	Obtain academic Maintain the institutional		Schedule university induction activities			Alumni & Development
	Maintain academic Propose minor	Maintain standard offer library requirements			Invoice for research studentship fees Create a student account in SAP	Manage stakeholder Manage alumni and activities stakeholder relations
		Process Applications			Process Vice Chancellor Scholarship fee walvers Block students from being billed	Creute alumni records Manage requests for information
	Maintain institutional	enrolment record		Prepare to hold exam Prepare exam paper	employability fee waiver Bill for course fees	Berformance Management & External Deporting
	systems	assessments with criminal convictions applications	Administra Promiliara Capture System	Update an exam schedule Create an invigilation schedule	Identify enrolled students Invoice for employability	
	details to Student Loans Company Associate staff to curriculum	Process advanced entry applications Change applicant details prior to enrolment		Mark and moderate an Publish exam schedule for		Apply SRS Upgrades Populate Fix Data Generic
August Aug	Vary curriculum frameworks Maintain a list of approved courses and units	Process an application	curriculum data induction requirements Prepare Systems for			Calculate derived fields for STUFEE Prepare STULOAD 1
Markenson Ma	Branara To Dalivar Currirulum		Publication	Third Party Relations	Collect student fees from Collect self paying tuition	Calculate MSTUFEE Prepare STULDAD 2
	Set up programme, course Prepare to deliver	university visit days applicants via CRM	Revise Maintain Timotables	Placements	Reconcile recurring card Perform daily and weekly	Collect missing or additional HESA Data Reporting changes to UKVI
		Funding			Manage Career	
Interview In	Distribute assurance of Process assurance of learning form	Domestic Funding Pay a discretionary funding discretionary funding	Student Access & Support Including Hubs	MMU Sourced Placement Off SEC Provision	Reform a trace on a	Compile and present Reporting Student ID performance information Changes
Image: Section of the sec	Continually monitor and Conste an MSS action plan	award evidence	Careers	Manage student accupational health	debut and write of best fees	Compile and submit HESA DLHE return Review ITT XML Workbook
Index management	Prepare external	query	Book an appointment with Aunning a Careers a Careers Consultant Workshop	Placements and work based learning Placements Mentors	following a notice of claim pay method reports in TBD	Compile and Submit HESA Student Return Upload STULOAD file to QLS
International and antipational an	Produce the annual quality and standards report	funding hardship loan	Using guidance from the Career Hub Student Employment on Campus	Articulation & Progression	Run credit control open item reports in TBD	return
Junce Junce		Allocate NCUK discounts to shared scholarship	Graduates Career Hub Access Careers General Enquiries	Assessment Progression Courses	Funding & Support	Compile and Submit LK Return student return
Date designed Concrite Augustication Concrit Augustication Concrite Au		Check US federal loans Allocate external	Solving Employer Queries Securing Off Campus Employment	Apprenticeships	fee funding lost or stolen	HESA return
Gurari bas		Alocate International Allocate International	Careers futures Award	Running the MMU apprenticeships	entrants year 2 and 3 Package and make payment	UNISTATS return
Generation and processing andependented and processing and processing and processing and proce	Generate International	anticulation discounts applicants Check VC scholarship		Inbound Studies	payments to students Support Package students Process faculty funded Recentile statutoury funded	request into a report template
Number Number <td>Generate external event leads applications</td> <td>cillouist and combanists</td> <td>Misconduct</td> <td>Inbound Exchange Enrolment</td> <td>Create Met cards for non Allocate US federal aid to</td> <td></td>	Generate external event leads applications	cillouist and combanists	Misconduct	Inbound Exchange Enrolment	Create Met cards for non Allocate US federal aid to	
Or Book documents for produce the forder ends December and December and Decembe	Convert International leads into applications Distribute documents for home events	Course Engagement & Support		Misconduct	Identify eligible Academic Create manual Met cards	
Marge behaviored Marge behaviored <td>Distribute documents for international events graduate online events</td> <td></td> <td>How To Deal With Complaints Deal with breaking Case Mgt code of conduct</td> <td></td> <td>identify and process</td> <td>Summary</td>	Distribute documents for international events graduate online events		How To Deal With Complaints Deal with breaking Case Mgt code of conduct		identify and process	Summary
Product Name Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>		Change of Unit	Student Support	Progression & Award	engisse wit school creats	The functional business model is a visual summary of the As-Is functional areas, the core process groupings and the core level 1
Produce The Marketing Colliseral Which the binchers and Decker prior the former Prior	Plan open day Update website FAQs	Engagement & Support	Ensuring fit for study Provide Support for Disabled Students	Calculate Progression & Award Outcomes		
make to bunches and procession processi procesprocession procession procession procession procession pro	Produce The Marketing Collateral					groupings and 16 functional areas.
Product Underproduit Instrumentation Product Underproduit Instrumentation Design 421 Statement Automation Design 421 Statement Macrosoft Conduct Design 421 Statement Profers In Yar Profers In Yar<	Produce the brochures and printed international	Meeting Stage 2 support withdrawal meeting Reporting Tier 4 Student to the Home Office	Offering Student Support Handle a student enquiry	Prepare for Tier 1 board handle and publish	Identify fee far returning specific fee file student	
Nodez holes dude None print skelet	Produce Undergraduate Produce the sole and a	Engagement Monitoring pilot Dealing With Academic Misconduct	Develop a PEEPS Gaining Dispensary Support Approval	Conduct Reassessment	Pre-Embroilment	Core process grouping:
brochures Liceptoial factors Lic	Produce Postgraduate home printed subject brockures	Progressing a withdraval Conducting an Appeal	Delivering Guidance on Exceptional Factors	Perform In Year Assignment Recovery Process reasessments	Identify materials to be set up in SAP by TBD Maintain tartion fees list	

Process Maps

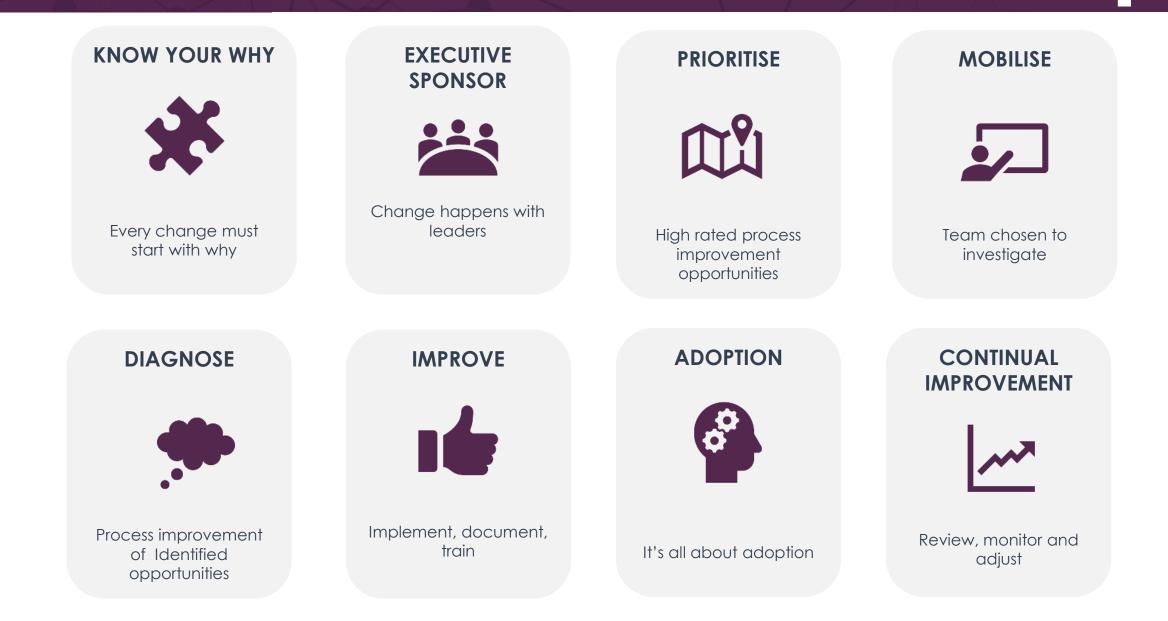


Process Library





Steps to Process Improvement

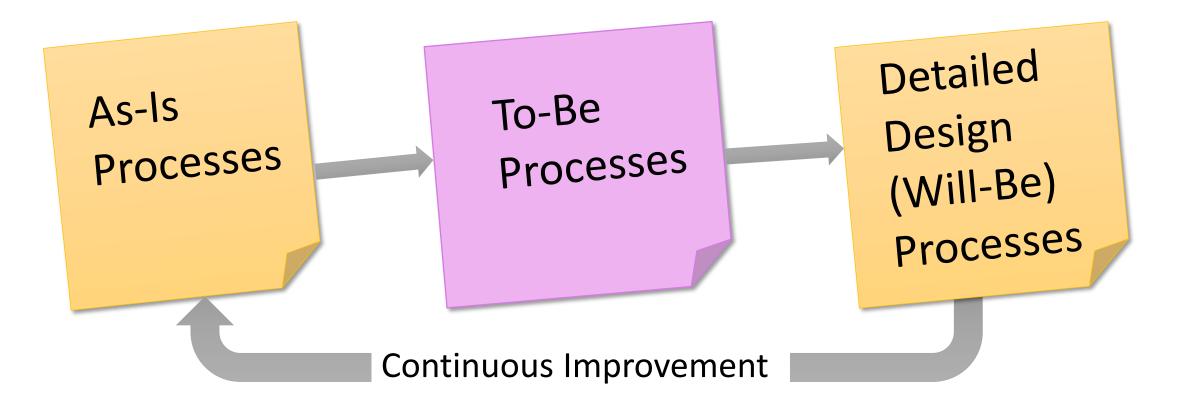




How Manchester Met. University Improved Their Processes



Transforming Manchester Met.













Home > UCAS Admissions

Home > UCAS Admissions > UCAS applicant processing

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Home > UCAS Admissions > UCAS applicant processing > Process Overview

Process a UCAS Application





Home > UCAS Admissions > UCAS applicant processing > Process

Review and make decision on UCAS applicant

Prepare and make offer to UCAS applicant





Home > UCAS Admissions > UCAS applicant processing > Standard Operating Procedures

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Make a decision on a UCAS applicant

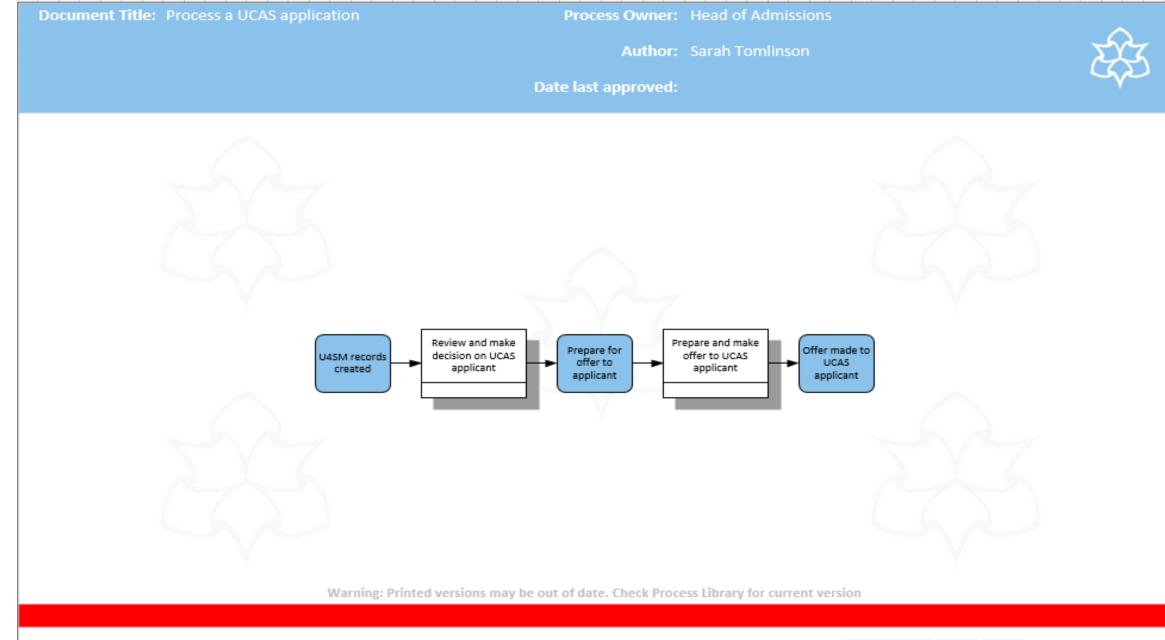
Prepare offer to UCAS applicant

Make offer to UCAS applicant

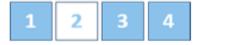




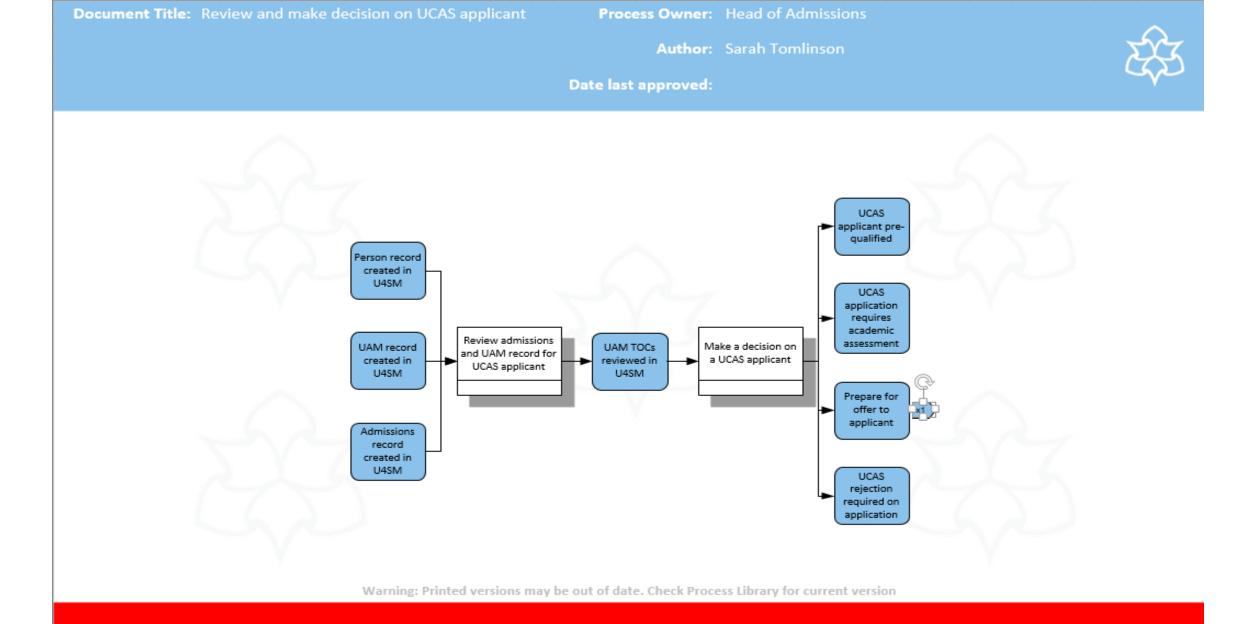




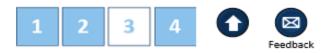


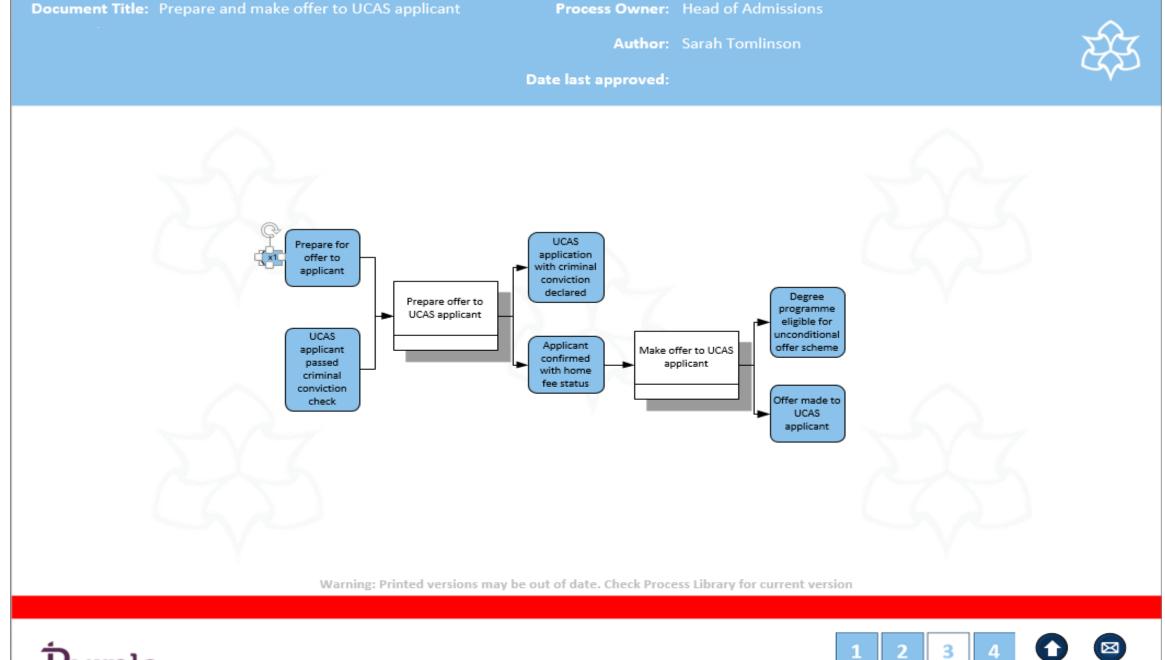




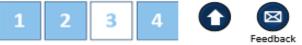


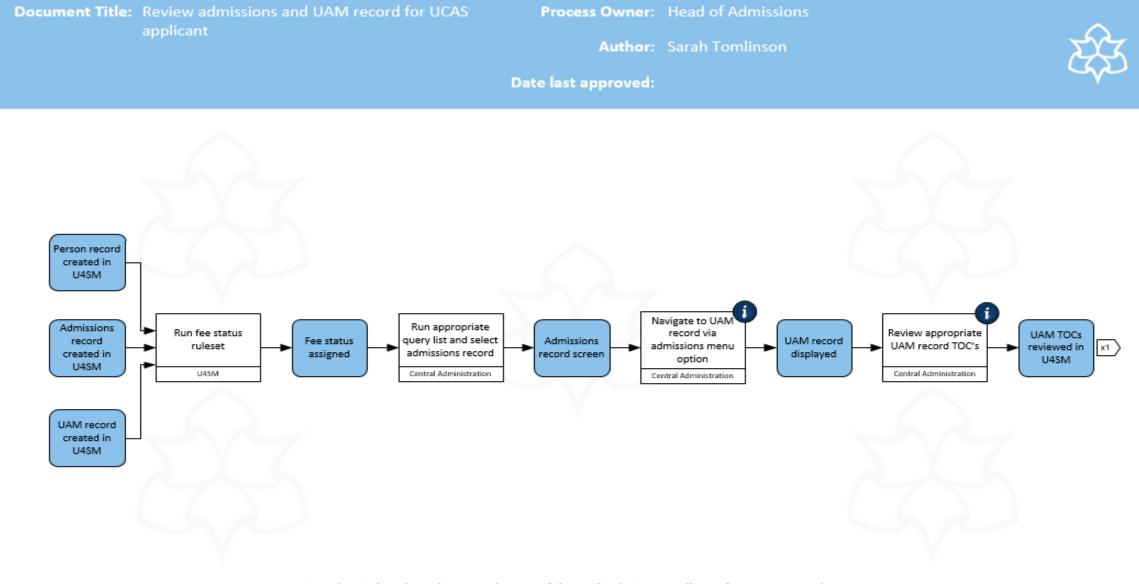






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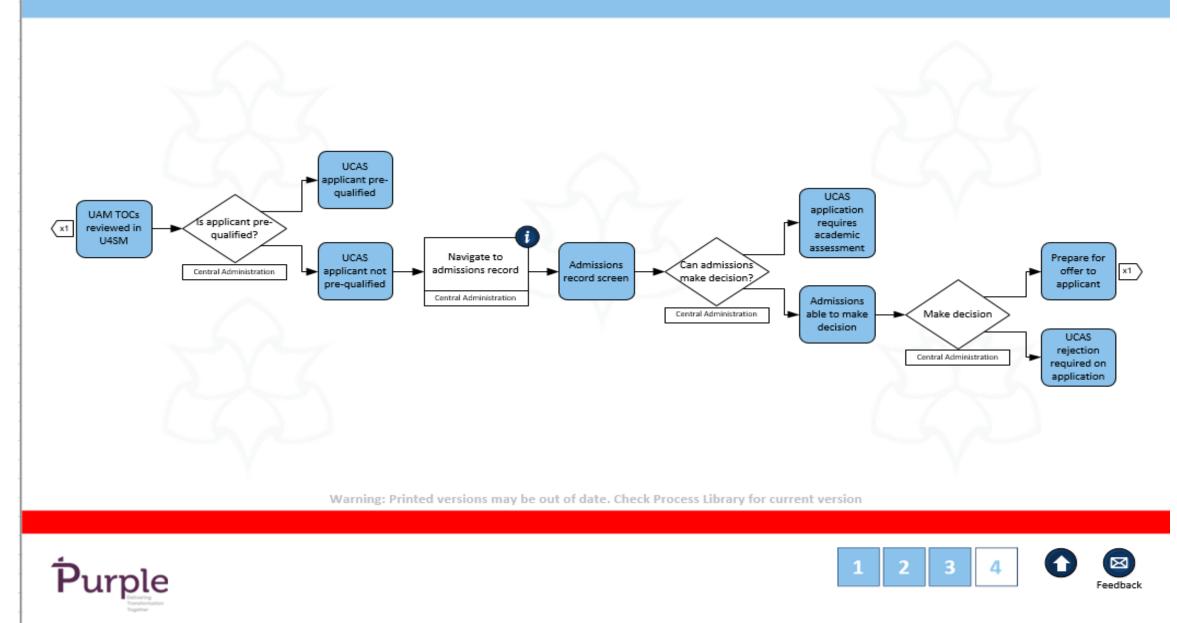


Process Owner: Head of Admissions

Author: Sarah Tomlinson



Date last approved:

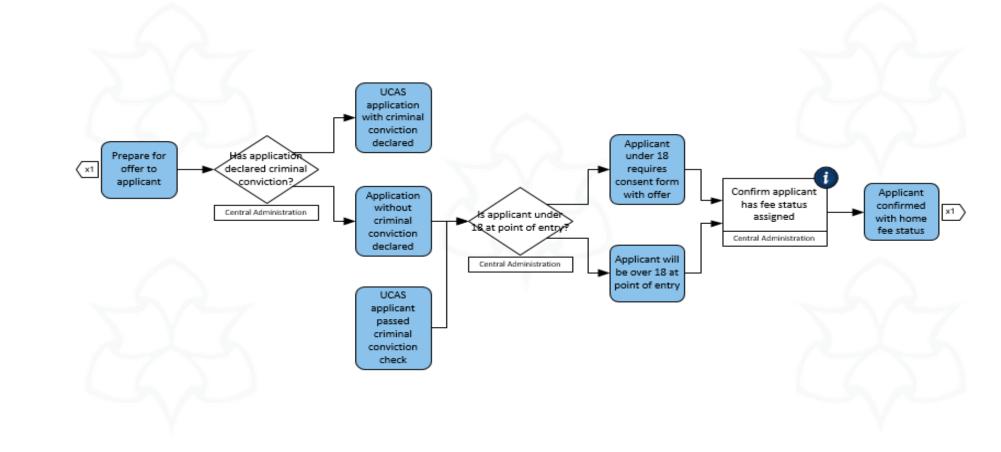


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Date last approved:



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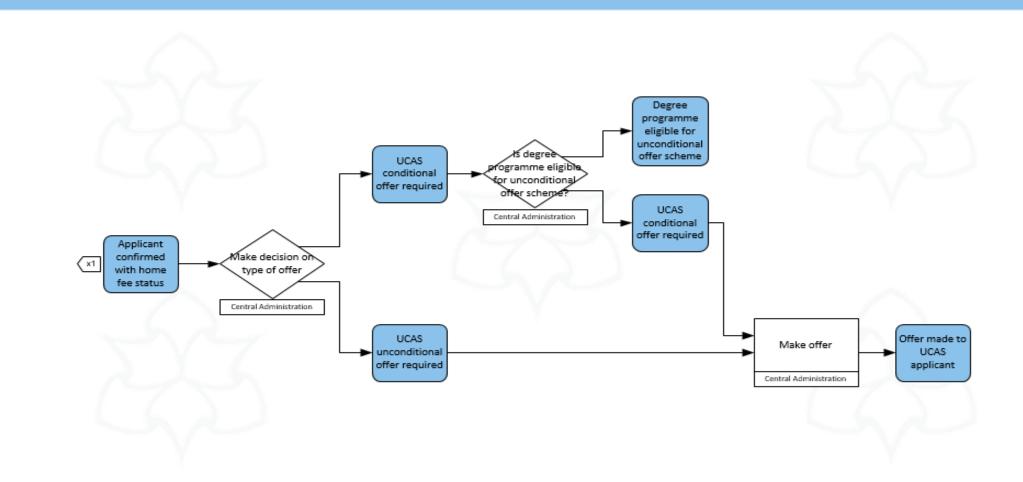


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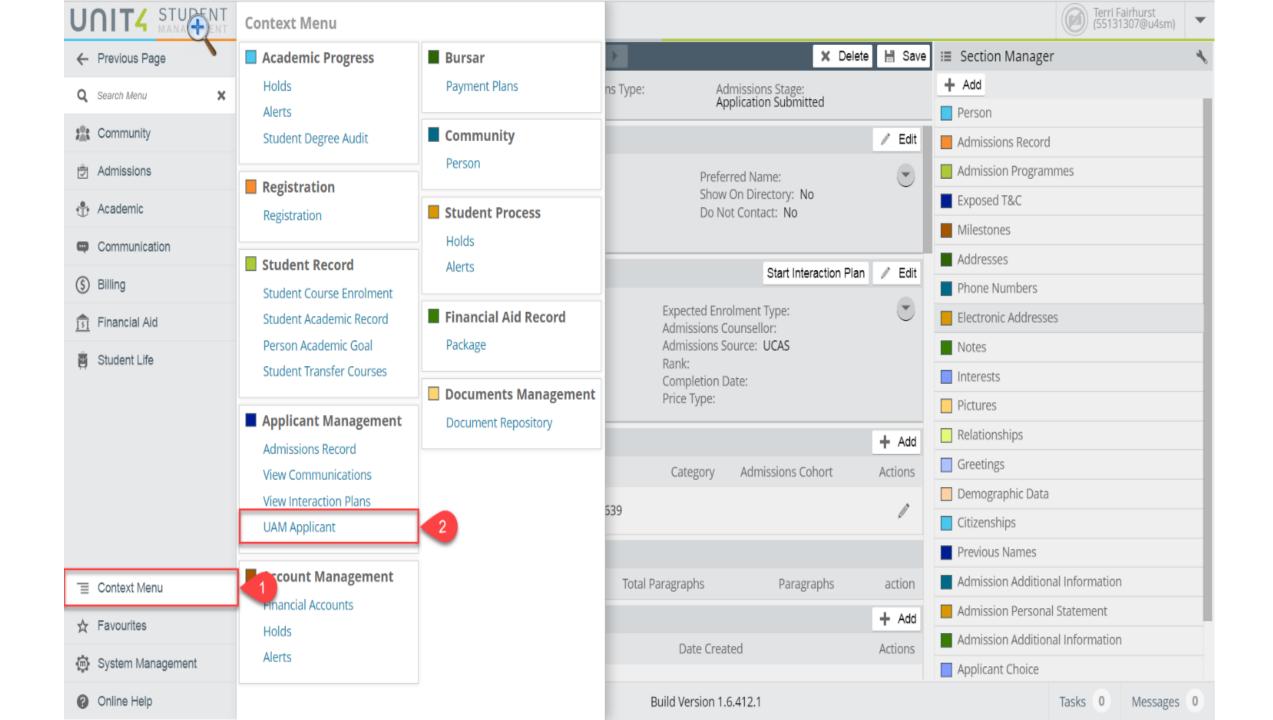
Date last approved:



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Team Activity



STEP ONE

PROCESS DISCOVERY

Process Discovery Activity

EASTER EGG HUNT

Organise An Easter
 Egg hunt for 15
 children.

BANK HOLIDAY LUNCH PARTY

Your family are coming around for a Bank Holiday Lunch Party. There are 10 people (7 adults and 3 children between age 3 and 7). Organise an Easter themed lunch.

DIY

• Your IKEA corner sofabed has arrived and needs to be put together before your guests arrive the next day.

Thank you



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