

Welcome

Whilst many of us have changed how and where we work, having clear and defined processes have become essential to ensure consistent outcomes for our customers. With students arriving for the start of the new academic year and the return of in-person teaching, universities are finding that well understood and easily accessible processes are as important as ever.

In 2016 University College London (UCL) launched its TOPS (Transforming Our Professional Services) programme to offer a once in a generation opportunity to improve the way they work. Now in its fifth year and with UCL enrolling close to 44,000 students, the focus of TOPS has shifted to support colleagues across its 11 faculties.

Following Processfix training for the Directors of Faculty Operations, Aya Ferguson was tasked with building a process library across the faculties. In this newsletter Aya explains how the library is being used to share best practice and help ensure consistent outcomes for all its staff and students.

NEWSFLASH!

Cambridge, UK – October 2021
Anglia Ruskin University improve postgraduate student processes ahead of new academic year.



UCL build process library fit for the future

With close to 44,000 students and 14,000 staff based across 11 faculties Aya Ferguson, Transformation Director shares with us how their process library will help everyone involved to take ownership of their processes and hone a culture of collaboration.



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UCL is a complex organisation with a lot of processes! Sometimes things can go wrong simply because people don't know about existing processes or find them difficult to navigate. To overcome this we are building a library of our faculty processes, whether that be extenuating circumstances, module selection, or providing access to systems for example.

Our vision is to provide access to everyone at UCL so they can understand and take ownership of their own activities as well as providing an overview for new staff explaining how things work and what their specific role is in any given process. This requires a systematic approach, as we start to build a picture of responsibilities, area by area and identify key areas for improvement.

There will be some activity driven from my team including process review workshops to help us progress quickly in documenting and improving our processes. We've taken the Processfix approach across UCL and this has demonstrated that the key to success is for teams to take ownership of their own process improvement. By putting together a library of processes we hope to encourage a common language and by capturing our processes

“It is not always possible to have one size fits all and nor is it necessarily desirable”

consistently we will be able to demonstrate how much time colleagues can save by making small change, and therefore how much time they can dedicate to the activities that really matter and add value to our students and staff.

Often I hear colleagues say they need a new system to fix something. But through bringing people together and digging a little deeper we experience those lightbulb moments with people realising that the system may not be the problem. Our aim is to create momentum for people to change what they do, rather than always rushing to technology to solve things.

UCL is a diverse organisation. It is not always possible to have one size fits all and nor is it necessarily desirable. But there are definite benefits to be had from more cohesion and standardisation, not least for staff and students to have consistent experiences. To do that, we need a good understanding of the processes we already have, where they diverge and where they are standard. We are building a movement here, so I don't expect to do it all at once! We are working with colleagues across the faculties not to reinvent the wheel, but to learn from what we already have, build on best practice and harness the enthusiasm we've already encountered.

About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

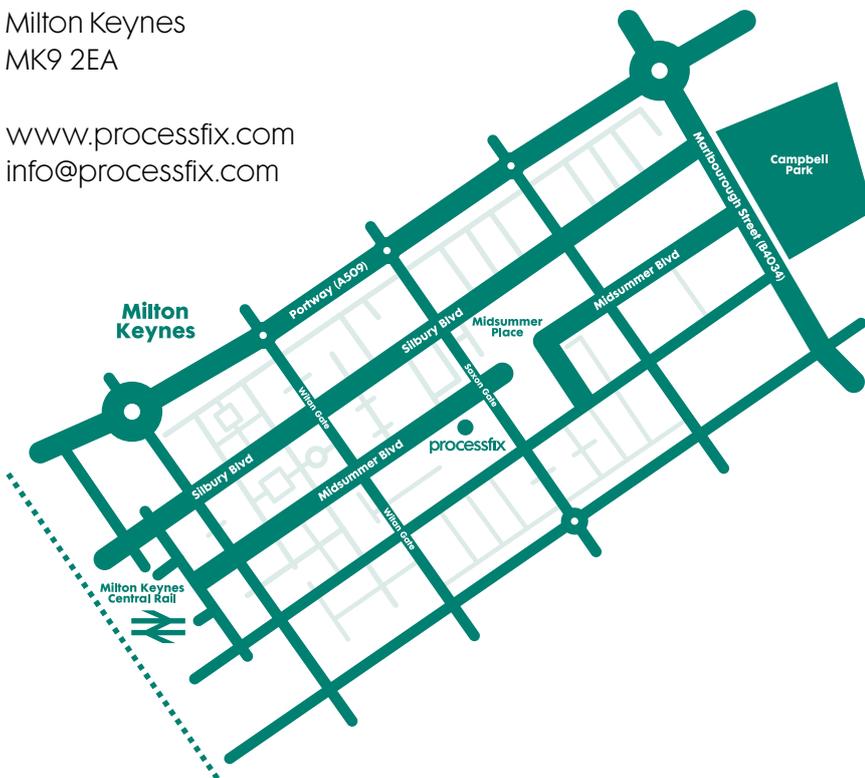
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Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

If you would like to find out how Processfix can benefit your organisation, please contact us at:

Processfix Limited
Exchange House
Midsummer Boulevard
Milton Keynes
MK9 2EA

www.processfix.com
info@processfix.com



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T +44 (0) 01908 584 710