

processfix

Autumn newsletter 2026

Welcome

This edition shines a spotlight on the University of Warwick, where a committed group of colleagues is turning process improvement into a genuine community of practice. Their work reflects a pattern we're seeing across Higher Education: teams are ready to rethink how they collaborate, challenge long-held assumptions, and build processes that support people as well as performance.

Eleena Ahmed's reflections capture that shift beautifully. Her experience shows how structured facilitation, shared accountability and open dialogue can transform not just a single process, but the culture surrounding it.

With clear sponsorship, motivated facilitators and a willingness to engage honestly, Warwick is demonstrating what becomes possible when improvement is treated as a collective responsibility. We hope this story inspires your own teams as you continue strengthening processes that help your institution thrive.

NEWSFLASH!

Sunderland, UK – October 2026

The University of Sunderland launch comprehensive review of its programme lifecycle processes from course approval through to closure



Building a Community of Practice at the University of Warwick

For Eleena Ahmed, Operations Manager in Marketing, Communications, Insight & Student Recruitment at the University of Warwick, process improvement isn't just a technical exercise, it's a cultural shift. With a background spanning Sales and Business Development in financial services before moving into Higher Education, Eleena brings a commercial mindset that shaped both her expectations and her experience as she stepped into Processfix facilitator training.

"This training is a game changer, challenging assumptions to fix processes and lead with confidence"

Eleena Ahmed, Operations Manager,
University of Warwick (June 2026)



Warwick's process improvement programme is sponsored by Olivia Brook, Chief Operating Officer for the division, whose ambition was clear: to build a community of practice that leans on collective experience, strengthens accountability, and gets things done right first time.

For Eleena, this mandate set the tone. "We had an amazing opportunity to work with Processfix to develop new ways of working through a solution-oriented approach" she explains. "We wanted to review our processes, make them more effective and objectively handle preconceptions."

The training delivered exactly that. Among many learning outcomes, one stood out: striking the balance between raising awareness that improvement is possible and ensuring accountability

for making it happen. Eleena's commercial background made this resonate strongly. Establishing trust with a process owner, she notes, transforms facilitation from something that feels like "pulling teeth" into a constructive, shared endeavour. Bringing representatives from all stakeholder groups into the same room becomes easier, and more productive, when trust and clarity are in place.

Demonstrating what good looks like, following up after workshops, and reinforcing shared ownership were also central themes. Above all, Eleena emphasises the importance of unity: "We are one team, one Warwick." That mindset underpins the momentum she and her colleagues are determined to sustain. And that momentum is already building.

During the training, the team scoped three processes for improvement and secured a committed sponsor who is passionate about the work. "Olivia's legacy is now ours" Eleena says. The next steps are clear: continue applying the Processfix methodology, promote successes through internal newsletters, and encourage colleagues across the university to join the journey.

Eleena's reflections highlight what happens when structured methodology meets a motivated team: confidence grows, collaboration strengthens, and a culture of improvement begins to take root. At Warwick, that journey is well underway and the challenge is set!

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.

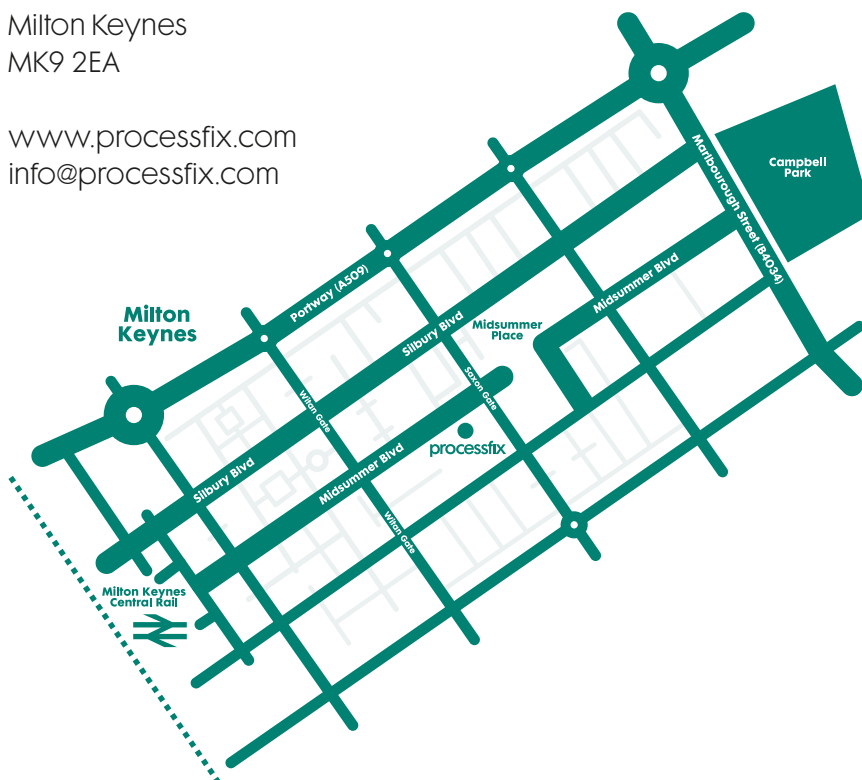
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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:

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