

Welcome

Bringing people together so that they can improve and own their processes, whether face-to-face or via technology, is a fundamental element of the Processfix offering.

Yet what a pleasure it was to be able to return to running a workshop onsite at the University of Buckingham this August.

Although delayed for several months, Director of Marketing Chrissa Beaumont was delighted with the improvements to their admissions process, whilst making it fit for the future as they continue to grow.

But we know that there may be many of you in the situation where onsite workshops are not yet viable. Now, Processfix can also meet your needs, facilitating our events online via our brand-new studio in Milton Keynes.

From this purpose-built facility, we are able to replicate the benefits of our collaborative workshops, helping your teams to build new relationships whilst maintaining existing ones wherever they may be based.

For more information as to how your remote teams can benefit from the fully interactive Processfix experience online, contact us at info@processfix.com.

NEWSFLASH!

Milton Keynes, UK – September 2020

Processfix facilitate first online Rapid Improvement Workshop with Johnson & Johnson.



Building a scalable admissions process during COVID-19

Chrissa Beaumont is Director of Marketing at the University of Buckingham, the only independent university in the UK with a Royal Charter where students can opt to complete their Honours degree in either an intensive two, or more traditional three, years. Faced with an increasing volume of applications and a legacy of inconsistent processes, Chrissa initially approached Processfix for a workshop in March 2020. Although delayed by COVID-19 this was successfully delivered onsite in August 2020.

What were the triggers for improvement?

When I started at Buckingham two years ago there were variable and inconsistent processes operating across the individual schools. The first change we made was to restructure our teams in January 2019 and centralise most of the admissions and marketing staff. It was a turbulent year, with individuals changing roles and new staff joining us.

Then we were further challenged by a huge increase in applications for our January 2020 intake. They were up by more than 50% which, whilst a real positive for Buckingham, amplified the difficulties in our admissions process. It was far from smooth and we were struggling to scale it up.

One key feature of our approach is personalisation. Every time we receive a new application we like to pick up the phone and talk to the applicant. We reached a point where we were unable to maintain those special Buckingham 'touches'. The process was very manual and it was starting to break down as the pressure increased exponentially with the applicant volume. We added more people, but the team just wasn't coping.

So, we made the decision to seek external expertise to help us develop a more efficient and scalable process. It had to be one that all the stakeholders were comfortable with; one that would enable us to retain a level of personalisation that



made Buckingham special, whilst improving processing time without adding more staff.

How did Processfix get involved?

I reached out to admissions colleagues in other institutions, several of whom recommended Processfix. When we met with Processfix they explained that they were not consultants. They could spend weeks talking to all the stakeholders and developing a huge process document that would then gather dust in someone's drawer or they could work with us, guide us, to develop a new, better process that we would all own and drive forward. It was clear what we had to do. But just as we were about to go ahead another layer of complexity was added due to COVID-19: remote working.

The admissions team had to take a complex, convoluted process and make it work off-site, logging into multiple University systems via remote access. Eventually we were given the green light and in August 2020 found a suitably large and well-ventilated room to run the workshop. Processfix provided

a checklist of safety measures and having put these precautions in place, the workshop proceeded as it would have done prior to COVID-19.

What were the outcomes?

The workshop took place just before Clearing and we have been working hard to deliver the benefits. The Deans and Senior Lecturer who attended were keen to support us in implementing the changes and the feedback from all the team has been overwhelmingly positive. During the workshop we reduced 81 steps down to just 45. We eliminated numerous activities such as taking screen shots, saving pdfs, double and triple checking all of which had embedded themselves into the process over time. We can see now that there is a better way of working and will result in not only a more efficient process but also a genuinely happier team. We couldn't have done this without Processfix and I am confident that we now have a scalable process that supports how we at Buckingham like to operate, by placing students at the heart of everything we do.

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.

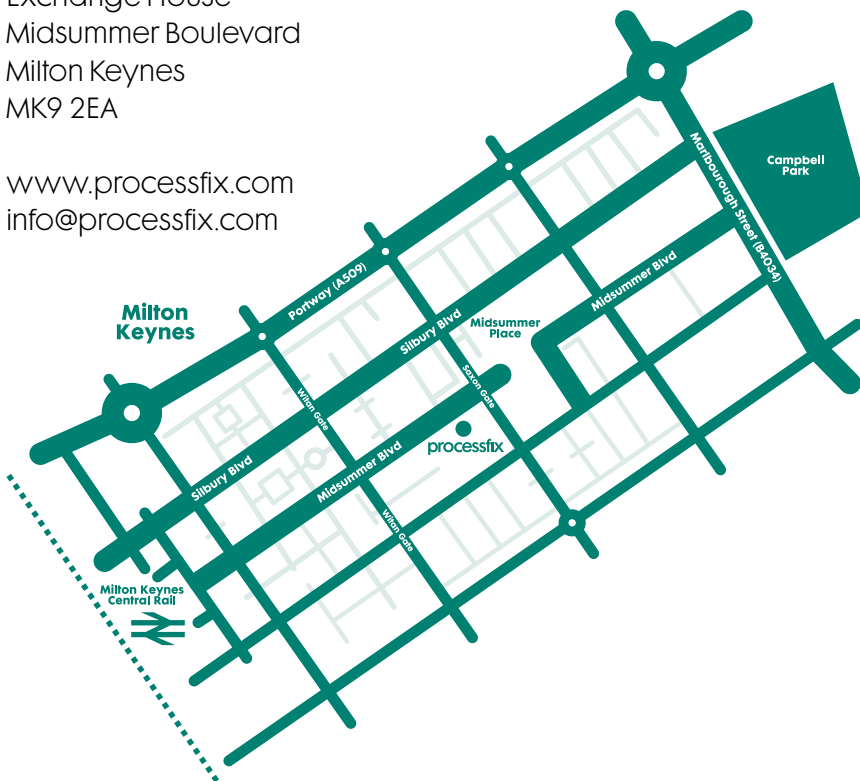
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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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