

# processfix

Autumn newsletter 2023

## Welcome

Resistance to change can have a significant impact on the success of any business transformation. Whilst it may be tempting to approach an organisation-wide process head-on, it is worth taking a step back and equipping your people with the skills to get there first.

Starting small and developing a systematic approach to process improvement can help achieve your broader transformation goals. Through pro-actively addressing any fears that may arise when unpicking a process and putting it back together, you will ensure that your team stay fully engaged.

That's just what Tamsin Dickinson, Finance Director at the University of Southampton, has chosen to do - by asking Processfix to upskill her team before embarking on the review of their organisation-wide business planning process. In this newsletter Tamsin shares the rationale behind her approach, and how she expects the benefit to be felt across the university.

## NEWSFLASH!

**Tokyo, Japan – August 2023**  
Processfix MD Jules Cross tours the home of Kaizen.



## Think big, start small, learn fast

Tamsin Dickinson's career has spanned the automotive, retail and travel industries, but since 2021, she has been using her experience to fulfil her role as finance director at the University of Southampton. Tamsin's remit includes oversight of business planning across the university, where she recently engaged Processfix to run a masterclass to upskill her team.



"There are a huge number of processes involved in business planning, ranging from research applications, to student number forecasting, to staff recruitment.

Having worked in blue chip companies including Mercedes-Benz, PepsiCo and Expedia, I have been involved in many process reviews, but these tended to focus on consultants coming in to advise, rather than learning the skills for ourselves."

"Learning the skills for ourselves is particularly important for my team. The university is a large and complex organisation that has evolved over many years. Just managing all of the different subsets of

staffing means that by nature accountability is very hard to pin to just one individual or team; there is little clear ownership of some processes from end to end and the additional regulatory checks, both government driven and internally derived, mean that people can be somewhat afraid of change."

Tamsin explained how her finance team are integral to a lot of processes. "At Southampton, I don't own the HR approval or any of the student management processes, but they touch my team a lot. To make things even more complex, the landscape is continually evolving and there are a myriad of permutations to which a process needs to adapt. We seek funding from a range of sources including tuition fees,

donations, endowments, research bodies and industry. There are few standardised contracts, so our processes need to deal with a multitude of factors every time."

"What I found particularly useful during the masterclass was how to break down each process by its constituent suppliers, inputs, outputs and customers. This provided a robust framework to define the start and end of each process, and who would need to be involved in each review. For me, that was helpful as we had struggled to agree a defined scope when trying to review our post-graduate recruitment process last year, as it affected so many teams across the university.

**"accountability is very hard to pin to just one individual or team"**

The masterclass involved a great practical demonstration of how to review a process, engaging the team so that they started to work collaboratively, actively seeking solutions, and striving for continuous improvement. The session created a real momentum in the room. Our biggest challenge now is making the headspace to do it."

"Following the masterclass, some of my team have already participated in a Processfix workshop on the research contracts process. We need to think big, but start small, by breaking processes down so that people can get comfortable with the approach, and bring other teams on board and grow from there. We'll then start looking at bigger processes such as business planning, by when we will be well practiced in how to tackle them efficiently and successfully."

## 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.

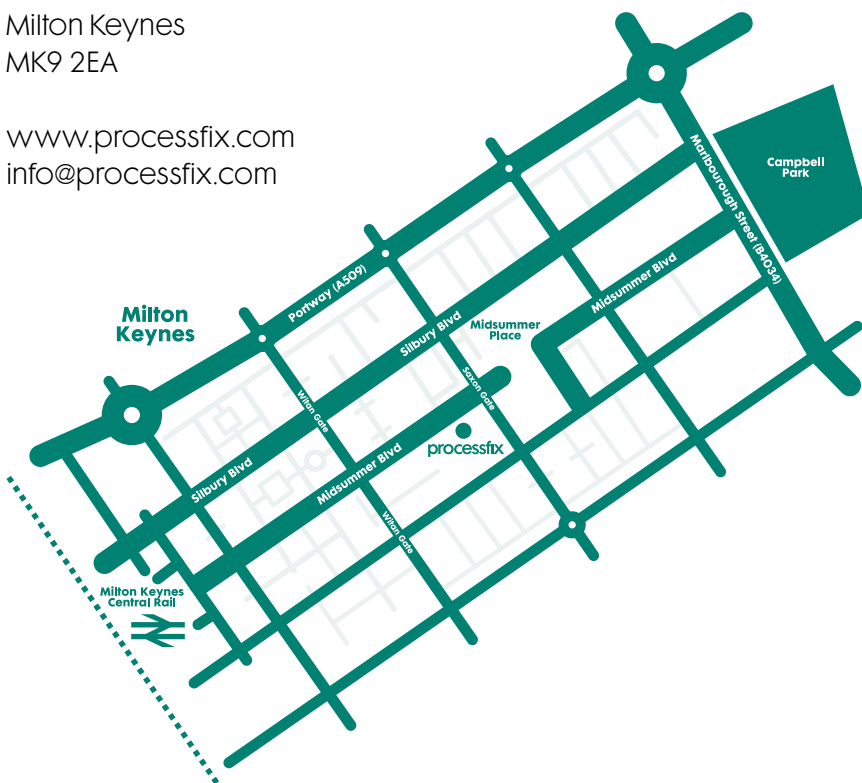
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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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## And finally...

Six years of continuous improvement at UCL brings about review of assessment process



Book your place at the next Processfix masterclass and receive a **free** one-year subscription to the opextoolkit

**Next masterclass**  
**29th February 2024**  
**Price £795 per person**  
**Book online at**  
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