

# processfix

Spring newsletter 2023

## Welcome

Organisations change, technologies change, processes change. Yet it is fair to say in today's working world, many people rarely take the time to review the impact of change. To step back from their day-to-day responsibilities, and simply ask – why? Why do we do it like that? Why is that necessary? Why...?

A Processfix workshop provides your teams with the opportunity to do just that. To step outside the day-to-day, in a professionally facilitated, non-confrontational environment. To ask those questions, and even more importantly, to devise answers and then solutions.

We spoke to Miriam Moir, the now retired Academic Registrar at Buckinghamshire New University, to learn from her wealth of experience and understand how her teams have benefited from the Processfix approach over the past 12 years.

We wish Miriam a very happy, healthy retirement, full of new adventures.

## NEWSFLASH!

### Hull, UK – March 2023

University of Hull halves turnaround time for postgraduate applications following Processfix workshop.



## Sharing the benefit of experience to drive process improvement

Miriam Moir recently retired from her role as Academic Registrar at Buckinghamshire New University after 23 years working in the sector. Shortly before she took that well-earned rest, Processfix were lucky enough to work with her on the student finance process and to capture some thoughts for those at the beginning of their careers.



Miriam first worked with Processfix in 2011, when the student results process was reduced from a massive 64 steps to a much more efficient 26! Since then, the university have worked with Processfix to improve four more processes. "The workshops really build confidence and have helped us to recognise that the best people to change a process are the ones doing it. We've not only benefitted from the Processfix facilitated events, we've also invested in training our people to facilitate their own workshops. But of course, whilst understanding that a key to success is to train up a group of people, they then go on to other things, and your trained staff numbers are depleted."

And that was why another Processfix workshop was ideal for the recent review of the student finance process. "We could see that the process wasn't working very well. Following a number of

organisational changes over the years, those involved in the enrolment process and data quality had gained the responsibility for student invoicing as well. We recognised that this wasn't efficient, with two separate workstreams overlapping in the requirement for their attention."

## the best people to change a process are the ones doing it

At the workshop, the team separated out the finance activities from the student data workstream, forming a distinct set of steps. Miriam pointed out how important the workshop was in making people feel that their opinion is valued and taken seriously. "Everybody usually has their head down, trying to get through their day-to-day

activity, rarely having the chance to consider why or who is doing what. The workshop gave us all the data we needed to put the right people in the right places and take the process forward more efficiently." Along with identifying a distinct set of process steps, the workshop identified the actions required to reduce the error rate from 14% down to 5%.

Processfix went on to ask Miriam what key insights she would give to someone just starting out in their career. "I think the main thing is to focus on what you can achieve. This sounds counter-intuitive, but if you focus on the things you can improve you'll feel you've made a difference. And what people forget is that if you work on the things you can control, you'll find that that may well have an effect on the big picture."

"Secondly, share ideas. We are very good at sharing good practice across the higher education sector. Take advantage of the various networks to meet with colleagues from other universities. It makes you feel less isolated, and there's so much commonality between us, particularly in the way we run processes."

"And finally, always keep trying. If you have a good idea, and it doesn't fly the first time you look at it, adapt it, evolve it, try again. Our role in the university is all about using good ideas to improve the way in which we support students and the wider community."

## 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.

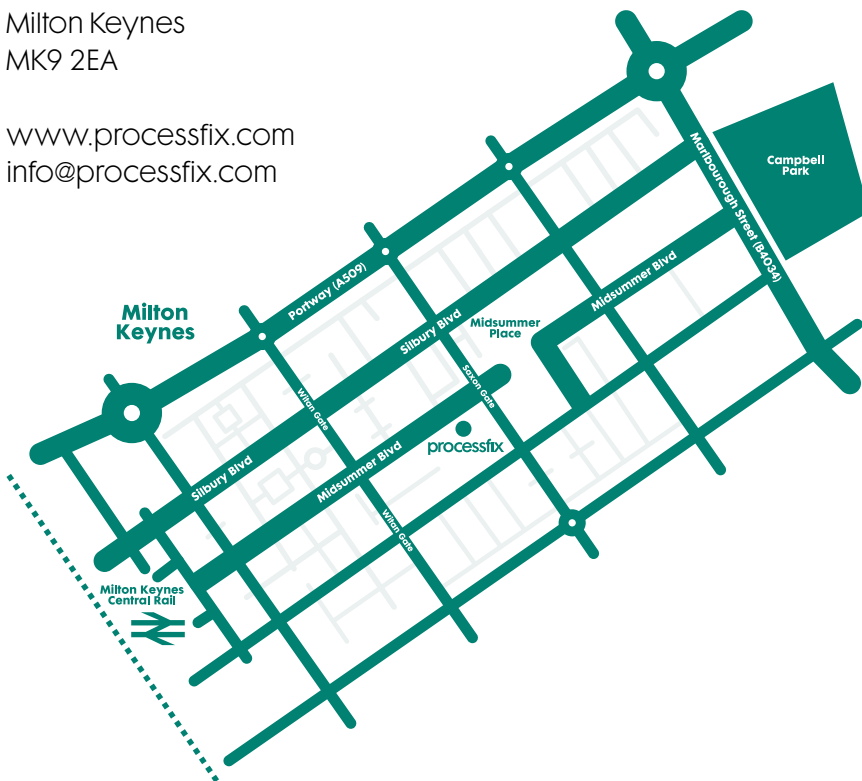
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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...

Former student Jay Blades MBE becomes first Chancellor of Buckinghamshire New University



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