

processfix

Summer newsletter 2022

Welcome

Back in the spring of 2020 we shared how organisations, our own included, were adapting to the challenge and change caused by Covid-19, so it is a real pleasure in this edition to be talking about activities and progress post pandemic restrictions.

Organisations are seeing lasting change to both customer and employee behaviours which is causing them to rethink the way they work, with many having to develop new ways of working in order to operate efficiently and effectively now that the parameters of the working week have changed.

At Royal Holloway, University of London, Caroline Beck shares with us how their organisation is embracing the shift to online student facing processes that evolved during the pandemic, and how they are adapting their employee relationship around hybrid working to fit with the new norms.

NEWSFLASH!

Milan, Italy – June 2022

Processfix facilitate workshop to speed up patient support programme approval across Janssen's mid-sized markets.



Royal Holloway adapt to post-pandemic norm

Caroline Beck is the Director of Student Administration at Royal Holloway, University of London where they are facing the challenge of updating their student processes, originally designed for the early 21st century, whilst transitioning from a fully a remote workforce to hybrid working.



Which process did you choose?

The student fee billing process has faced significant change over the past few years and there is far more complexity than there used to be. With over 10,000 students there are a lot of nuances and we were making a large number of manual adjustments.

The process involves people across many teams; we needed to get everyone together, to acknowledge that the process had evolved in an unsustainable way and to work collaboratively to improve it.

The work started during the first lockdown, so the workshop was held remotely, but we were able to bring together all the key stakeholder teams using Processfix's online studio; including student administration; student fees; the Doctoral School and IT.

What challenges did you face?

We were part way through our improvement plan as we went into the second lockdown and lots of actions that were originally planned didn't happen in the way we had expected. But when we met to review our progress in fact many of the actions had been addressed,

and we saw that we had achieved a great deal.

Most of our teams are now hybrid working so much of our collaboration is still online. The Processfix workshop really demonstrated how we can work better together online. It is a challenge to know whether and when our colleagues are working in the office or remotely.

"The Processfix workshop really demonstrated how we can work better together online"

We have learnt how to work effectively when apart: when best to use online; when to talk; when face-to-face meetings are required; and when we need to collaborate as a team. We are now much more effective at hybrid working and are moving towards a more consistent approach.

Has this affected your student relationships?

We are very lucky to have our out of London campus and pre-covid offered most our

student services face-to-face. With the lockdown restrictions in place we needed to quickly enable students to access our services online.

We adapted our processes and the students aligned their expectations of our services through technology. We are now looking at how best we can take this forward, finding better ways to manage enquiries and ensuring our staff are adding real value in their interactions with students.

What's next for online student services?

The pandemic has accelerated change and encouraged us to look at what is important, what has real value and what is no longer necessary. We have some very specific actions regarding the student fee billing process; and more widely we are looking at a change in culture to better deliver services to our students.

It is not easy. We are having to think differently from the way we worked in the past; but what we do recognise is the need for change. Our face-to-face services have now returned to campus, but our students still expect them online. The transition has been positive and we need to build on this to deliver the best service we can.

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.

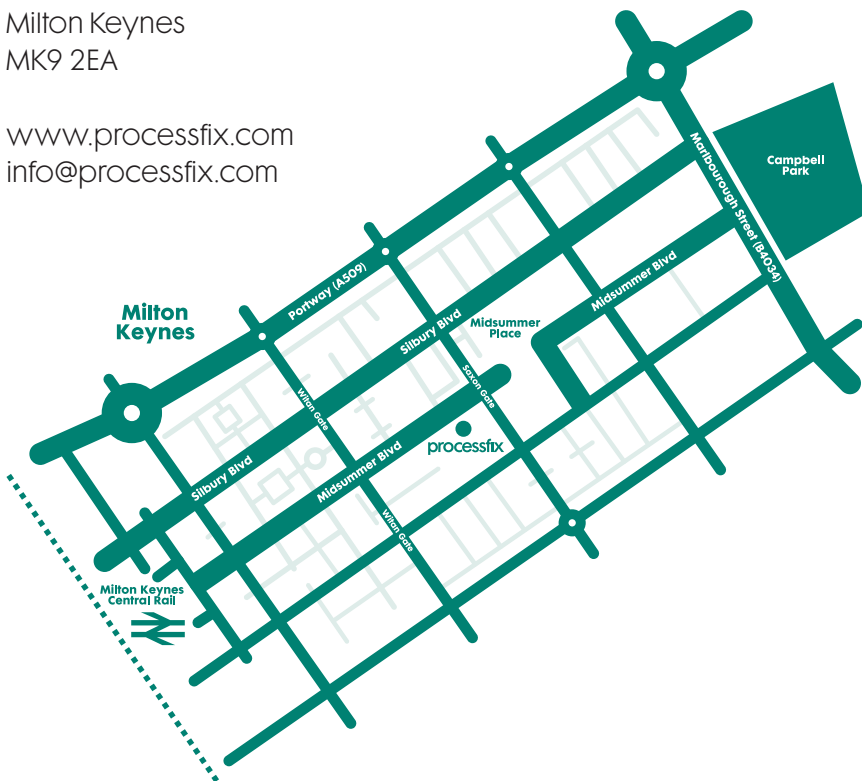
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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:

Processfix Limited
Exchange House
Midsummer Boulevard
Milton Keynes
MK9 2EA

www.processfix.com
info@processfix.com



And finally...

The Royal British Legion develop their leadership skills through Processfix training to better support serving and ex-serving personnel.



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

Next masterclass
20th October 2022
Price £495 per person
Book online at
www.processfix.com



Printed on recycled paper.

Processfix® and fixit® are registered trademarks of Processfix Limited. This publication is copyright Processfix Limited and may not be reproduced or transmitted in any form in whole or in part without the prior written permission of Processfix Limited.

T +44 (0) 01908 584 710
