

# processfix

Summer newsletter 2023

## Welcome

If you think of an organisation as an engine, you'll appreciate that when you change even the smallest cog, you can impact the efficiency of its overall performance - for better or worse!

Because of this, any process improvement team, whilst having their own focus and goals, should always consider the knock-on effects of change to other processes.

In this newsletter we hear from Alicen Nickson at Cranfield University. Whilst improving their research student recruitment process, her team created a 'parking-lot' to store issues that would impact other aligned processes.

As Alison and her team demonstrated, fixing one process can often highlight weaknesses in others. Only by considering the impact of all these interrelated processes will you ensure that the overall performance is improved.

## NEWSFLASH!

### Athens, Greece – July 2023

Janssen increase Net Promoter Score of medical education events following Processfix workshop.



## When improving one process leads to another ...

Upon taking up her new role as Director of Research and Innovation at Cranfield University, Alicen Nickson drew up a Research and Innovation Strategy leading to the quick realisation that there were some process-based stumbling blocks to achieving the targets they had set for growth



facilitation helps to minimise the pain of making change. An independent voice can help participants to manage their feelings objectively and add positivity."

During our first workshop on the research student recruitment process, all the key stakeholders were involved. Participants included members of the Research and Innovation office, the Admissions team, Academic representatives from across the four schools, HR, the registrar who oversees student processes, and IT.

"Our Academic users were key as they were able to say what actually works or doesn't work in practice. IT were also invited to the workshop, as they would be able to inform the discussion around the constraints of our systems. Having all of the stakeholders in the room was critical to identifying the impact on other aligned processes. It quickly became clear that a number of issues arose from the payment of student bursaries. As an aligned process, the admissions team required the right information to complete contracts and this had the potential to block progress during recruitment."

Cranfield have now run two further workshops with Processfix; the student bursary payments process and the pre-award research management process. "Improving one process can create a domino effect for other processes". You do need to be prepared for the problems that you fix in one area to highlight weaknesses in another area, but by bringing people together you can see how you can improve performance overall.

"As a predominantly post-graduate institution, we tend to have a mature student population with a large international contingent and UK students who are often part-time, working professionals. Our aim was for the process to become more like job recruitment, with applicants and supervisors aligned in their objectives. Student funding may be from industry or the applicant, or they may need help in finding funding themselves."

The initial challenge was that the recruitment process was simply taking too long, resulting in losing potential students due to delays. "We had issues with people not knowing where things were in the system, who needed to do what and how we were communicating with each other. We were reaching

certain stages in the process and not having the necessary information which then took time and work to resolve."

## "Improving one process can create a domino effect for other processes"

"In my last institution I saw the kind of results Processfix had achieved and admired the simplicity of the approach. One element is that through investing in a three-day workshop you are clearly demonstrating your commitment to improvement. Another element is that people do become very invested in their part of the process, and having external

## 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.

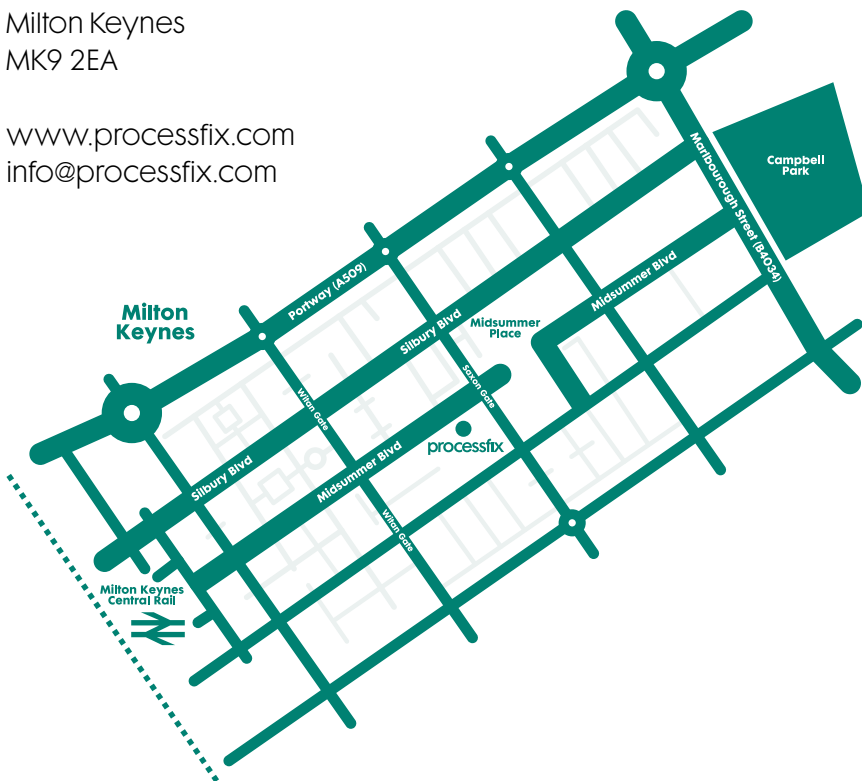
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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...

Processfix sponsored Aspley Guise Football Club finish 2nd in U16 league



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