

### Welcome

As the Omicron variant fuels a new wave of COVID-19 infections, many sectors of the economy have seen a huge drop in overall demand. Yet others, including the Healthcare, Charity and Education sectors, have seen demand for services increase.

In response to rising demand the first port of call might be to add more resource. But with staff absence affecting all sectors of the economy, this may not be possible nor even desirable. In the Faculty of Business and Law at Anglia Ruskin University, Dr Phillipa Towlson-Mulbregt has taken a very different approach.

Faced with a perfect storm of increasing demand, international regulatory requirements and new online systems, Phillipa explains how her team have engaged with doing things better rather than doing more of the same, and how a Processfix workshop brought together the right people to empower them to do so.

### NEWSFLASH!

#### Hanoi, Vietnam – December 2021

Vin University set about developing a scalable operating model as student numbers rise.



## Anglia Ruskin University improve student service as demand increases

Dr Phillipa Towlson-Mulbregt is the Head of Operations for the Faculty of Business and Law at Anglia Ruskin University. She is responsible for all operations, systems and processes within the Faculty, including the oversight management and compliance of post graduate placements which has recently been put under pressure by the successful recruitment of international students.



“The need for a process review was ultimately driven by an increase in student numbers, which is a good problem to have. Historically within the Faculty, the management of post graduate placements has been analogue and this was proving difficult to scale effectively when our student numbers had increased so rapidly over the last couple of years.

The administration of international post graduate placement students has specific criteria required by the UK Visa and Immigration

(UKVI) Directorate, who are responsible for the policy and regulatory framework for international students being able to come to the UK and study on a degree programme.

We decided that in order to ensure a sustainable but improved process, we would undertake a full process review rather than just adding more resources into the team. The review had several goals: To reduce the extent of non-value adding administrative activity; to improve the quality of service for our

post graduate placement students; to build in further resilience to the UKVI compliance requirements and to facilitate better use of our digital platforms.

It was important to have all the relevant institutional stakeholders on board, engaged and involved. The Processfix workshop gave us the ideal opportunity to bring together our Faculty team and academic staff with colleagues from our University’s compliance and Student Services teams including the experts who administer the digital system.

**“The need for a process review was ultimately driven by an increase in student numbers”**

As a result, all the suggestions on how to improve the flow of information for both the benefit of the students and compliance with the UKVI were scrutinised from several different perspectives, effectively adopting a pre-emptive troubleshooting approach.

We are now working through the agreed actions with monthly review meetings to ensure progress and maintain momentum. The teams involved have full ownership and responsibility for the improved process and having worked together to achieve a reduction from 54 to 25 steps, are now collectively empowered to embed the new process for the benefit of all.”

## 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.

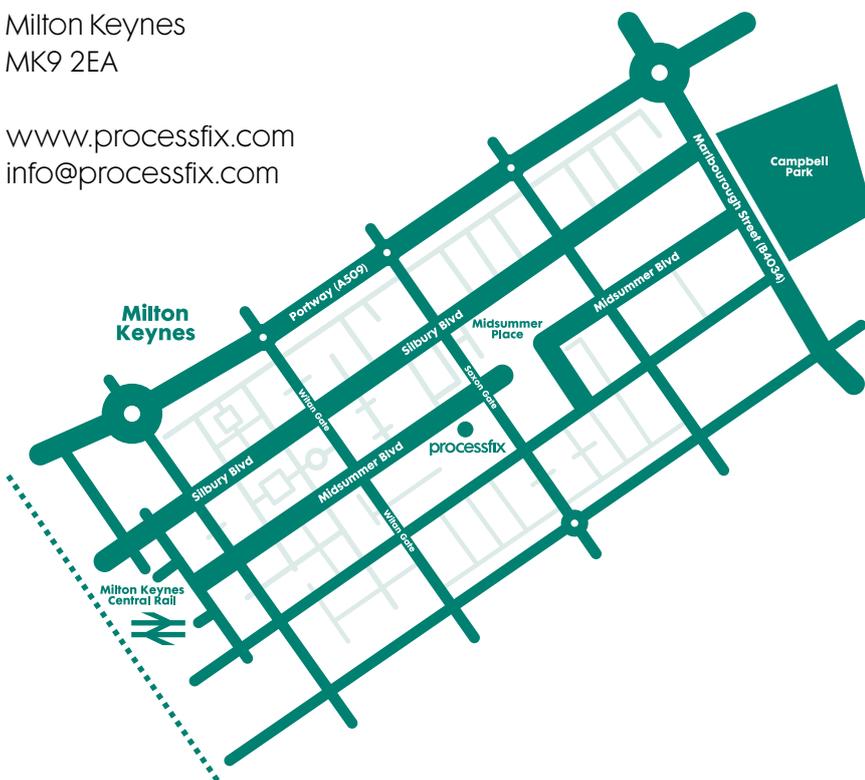
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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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