

processfix

Winter newsletter 2022/2023

Welcome

Over the past two decades, Processfix have observed that whilst the driving forces of organisational change may vary, the skills required to manage process improvement remain the same.

Even if the building blocks have been firmly established, as they were at Warwick Business School over 15 years ago, sometimes all that is needed is a refreshing of skills.

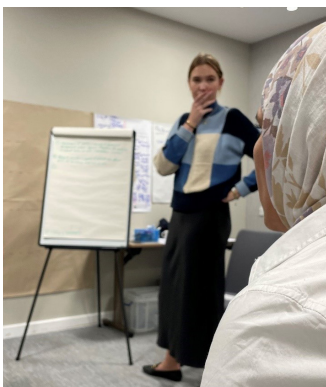
This is because people come and go, organisational habits get established and processes evolve, albeit not always to everyone's benefit. So, it is important to go 'back to basics' and ensure that everyone involved has the skills and understanding to move forwards effectively.

This quarter we spoke to Dan Pearson, Director of Academic Services at Warwick Business School, to understand how they are refreshing the skills of his colleagues, old and new, senior and junior, to embed a culture of process improvement across the organisation.

NEWSFLASH!

Birmingham, UK
– September 2022

Angelini Pharma commission Processfix to support rapid growth across the UK and Ireland.



Embedding a culture of process improvement

The Director of Academic Services at Warwick Business School (WBS), Dan Pearson, has a range of responsibilities from exams, to building facilities, to policy implementation. But recently, along with over 40 colleagues from all levels within the business school, Dan prioritised his attendance at a two-day refresher training with Processfix.



Although WBS has been working with Processfix for over 15 years now, Dan explained that as with most organisations, there is a history of peaks and troughs in terms of people initiating and maintaining the momentum of process review.

“embedding the culture does not stop once the workshop is over”

“We need to have a culture whereby process improvement transcends individuals; we can have leaders initiating reviews, but when they move on or leave the organisation, how do we ensure the culture is embedded?”

The investment of two days of Dan's own time clearly communicated to his

colleagues his belief that a culture of process improvement is important. “We need a culture of not being afraid to question existing orthodoxies, where people feel safe to challenge the way that we do things and the processes we operate day-in, day-out.”

“Process improvement cannot be just a specialist role left to the experts; there are people in my team who handle processes that I have no knowledge of - they are in the best place to ignite a review or to suggest a change, with people at all levels high and low asking ‘why do we do that?’”

Dan went on to consider what drives the culture at WBS. “One of the school's values is restlessness. That is what drives us; a desire not to rest on our laurels, to challenge the way that we work and the processes we choose to operate. And in new

contexts, with new pressures and challenges, we need to challenge ourselves.”

“What has changed over the years can be driven by external regulation, by changing customer demand and expectations, by new technology or by institutional change that we need to adapt to.”

“Internally, for example, we are always re-examining our courses. There might be a change in course portfolio, or we might bring in a new form of assessment which requires an update to student support and records. Whereas in buildings and facilities, there are labour changes and new legislations to address.”

“It is critical that embedding the culture does not stop once the workshop is over. So far we have done one Processfix refresher session, with two more to come. Following the first session we asked the participants what elements they valued most, where they felt they needed further support, and how they could embed what they have learnt.”

“After all the refresher training is complete, we will think collectively how to take this forward. It is important that the training is not seen as a tick box exercise. We need to embed what we have learnt and support colleagues to understand that process improvement is everyone's responsibility. We want people to understand that this investment is to help everyone to contribute - this is a team effort.”

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.

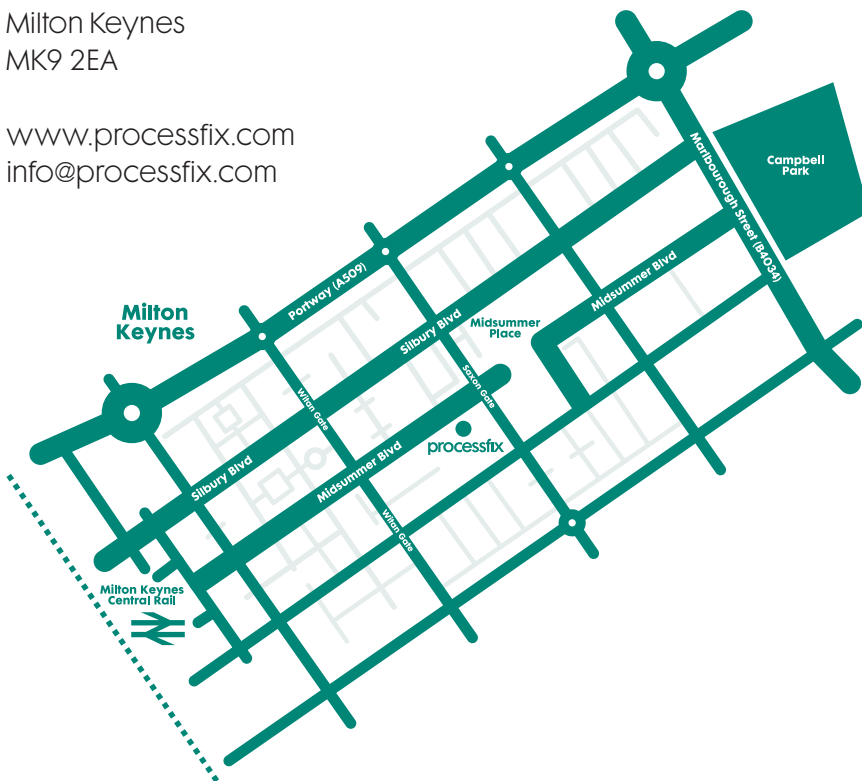
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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...

Major supermarket chain seek to realise benefits from SAP implementation through process improvement



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