

Leader's Guide to Enacting Process Improvement

Identifying the first process to improve can be challenging, particularly if there are competing priorities. Nevertheless, the first successful process improvement can create a chain reaction, leading to more updates and greater efficiency for your institution. Read on for a guide to assist you in beginning the process improvement work on your campus. On the next page, you will find a series of questions to lead you through each of the following steps.

1

Curate a list of possible projects



- Use feedback from relevant stakeholders (e.g., deans, school business officers) to identify processes in need of improvement
- Deploy a campus survey to gather input from faculty and staff

2

Identify the most urgent process to improve



- When first identifying a process, a quick win can build momentum for institutional continuous improvement
- Focus on processes that are quick to be improved, uncomplicated, and/or universally disliked on campus

3

Select a project owner



- Assembling the right people for a process improvement project is vital; however, creating a group without a leader can create confusion
- Choose an owner for the project to keep the work on track

4

Create a reporting structure for the project team



- Accountability is key to ensure the work is happening according to the planned timeline
- Require updates for leadership, schedule check-ins with the project lead(s), or use another method to create clear lines of communication

Additional Resources to Support Process Improvement



[Process Improvement Prioritization Matrix](#)



[Process Improvement Primer](#)



[Campus Climate Survey Resource Center](#)

See the [Process Improvement Resource Center](#) to find guides for improving individual processes, view examples of success stories, and access more tools to support process improvement on your campus.

Where to Go from Here?

Use this page to organize your thoughts and begin planning your first process improvement project. These questions correspond to the steps on the previous page and are intended to lead you into the [Process Improvement Primer](#).

1. Who are the individuals or groups from whom you will solicit feedback? How will you gather their input? Who will collect and analyze the responses?

2. Which processes are you considering updating? How long would it take to improve them? Who is impacted? What would be the cost?

3. Which criteria will you use to choose a project manager? How will you empower their work? Who needs to be involved with selecting them?

4. Who needs to receive process improvement updates? How often? Which metrics are most important to include in those updates?