

Aligning Culture with Methodology: Our Journey Developing a Process Improvement Methodology that Fit the Institution

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Introduction

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Objectives

- Adapt process improvement methodologies to fit their environment
- Promote use of the methodology through training, tools, and templates
- Utilize the methodology for portfolio and resource planning, as well as setting stakeholder commitment expectations

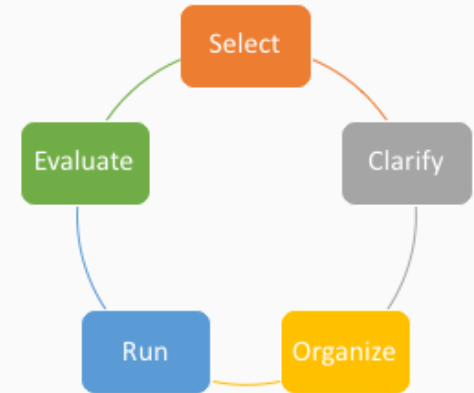
History

Business Process Improvement Shared Service:

Provide support to University initiatives seeking to increase the ***efficiency*** and ***effectiveness*** of University operations...

- Improve customer service
- Free up staff time
- Reduce total cost
- Deliver services faster

Evolution of Methodologies @ University of Illinois



Interactive Table Discussion



Our Problem to Solve

- Methodology overload
- Analysis paralysis
- Timeline & commitment unknown
- Resource constraints

Our Solution

- Develop a simple methodology, focused on short cycles with pre-defined time commitments.
- Provide extensive training with hands-on practice
- Develop and publish tools and templates

RAPID Methodology

- Customized way to assess business processes and make recommendations for improvement
- Developed through extensive research of methodologies employed by peer institutions
- Used to manage business process improvement projects and ideally suited for Kaizen events

RAPID Methodology



Resource Planning and Management

- Pre-defined timelines for projects
- RAPID aids in resource planning

Training Curriculum

- Facilitator Training Program
- RAPID Methodology

Tools & Templates

Business Process Improvement Methodology Toolkit

RAPID PROCESS IMPROVEMENT METHODOLOGY

The RAPID Process Improvement Methodology was developed by the Business Process Improvement Shared Service as a customized way to assess business processes and make recommendations for improvement.

RAPID was developed through extensive research of methodologies employed by peer institutions (e.g., University of Wisconsin-Madison, University of Notre Dame, University of Virginia, University of Washington, and other higher education institutions participating in the [Network for Change and Continuous Innovation](#)), practical experience coordinating process improvement projects for units throughout the University of Illinois, and training in both Lean Six Sigma and Kaizen methodologies from BMGI.

It is used to manage business process improvement projects and ideally suited for Kaizen events. Kaizen events are intended to be fast-paced, incremental improvement efforts that often include implementation of improvements during the event. Kaizen events and RAPID are not sufficient for projects requiring complete process re-engineering or significant data analysis. They are useful in improving service-based business processes and if structured properly, can do so in a very efficient manner.

The checklist below describes each phase of this methodology so that project facilitators may have a guide for managing their projects.

- [RAPID Checklist](#)

Other process improvement resources may be useful for learning more about this subject. Recommended titles include:

- [The Lean Six Sigma Pocket Toolkit](#)
- [The Six Sigma Way](#)
- [The Six Sigma Way Team Fieldbook](#)

Questions

- Visit our website at <https://www.uillinois.edu/cio/services/bpi> for tools/templates for RAPID Methodology