

# Process Improvement & Culture Change

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Infrastructure Planning and Facilities  
MICHIGAN STATE UNIVERSITY



# Objectives

- Where we were
  - Understanding of current state at MSU
- Where we are
  - Identification of challenges and tactics
- Where we are going
  - Desired outcomes and culture shift
  - Promapp as the tool



NETWORK for CHANGE & CONTINUOUS INNOVATION

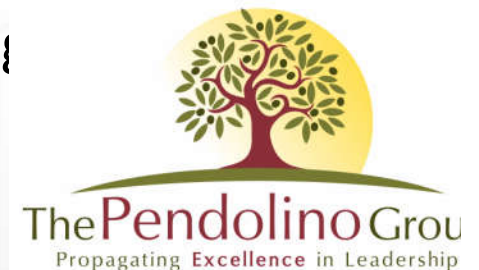
# The Pendolino Group

- **Our Mission**

- We help your team discover its unique, shared sense of **purpose**, and then build your **culture** and **processes** around that common vision.

- **We Specialize in The Four Pillars of Success:**

- Strategic Planning, Visioning, and Execution
- Training & Leadership Development
- Compensation, Benefits, and Team Optimization
- Performance Management & Employee Engage



# Michigan State University

- Est. 1855
- 5,200 acre main campus
- 50,000 students

## Infrastructure Planning and Facilities

- 1350 employees
- 7 business units
- 23 functional areas
- 30% workforce eligible for retirement



# Group Demographics

- What type of institution?
  - 2 or 4 year
  - Private or Public
  - Small, Medium, Large
- What is your area of work?
  - Department specific unit or Shared Services
- Where are you located?
  - North East
  - Midwest
  - South
  - West
  - Canada
  - Other



# Where we were:

## MSU Culture and Context

- State of higher education
- Anchored in the past
- New challenges

# Where we are:

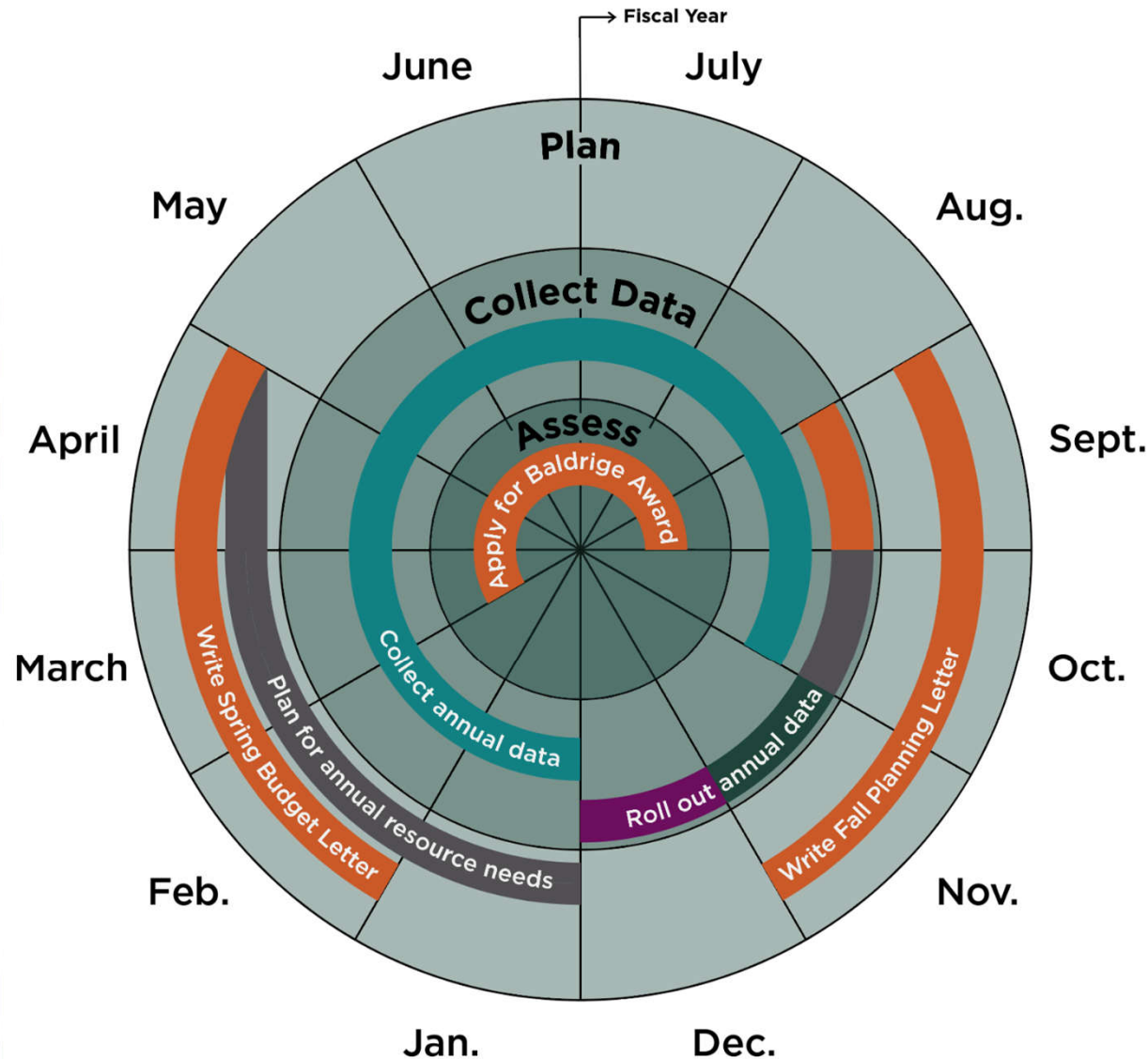
## Adapting

- New AVP 2014
- Restructuring of the organization
- Baldrige Excellence Framework
- New ways of collaborating
- Employee Engagement
- Performance metrics and scorecards
- Strategy cycle

# Annual Strategy Cycle



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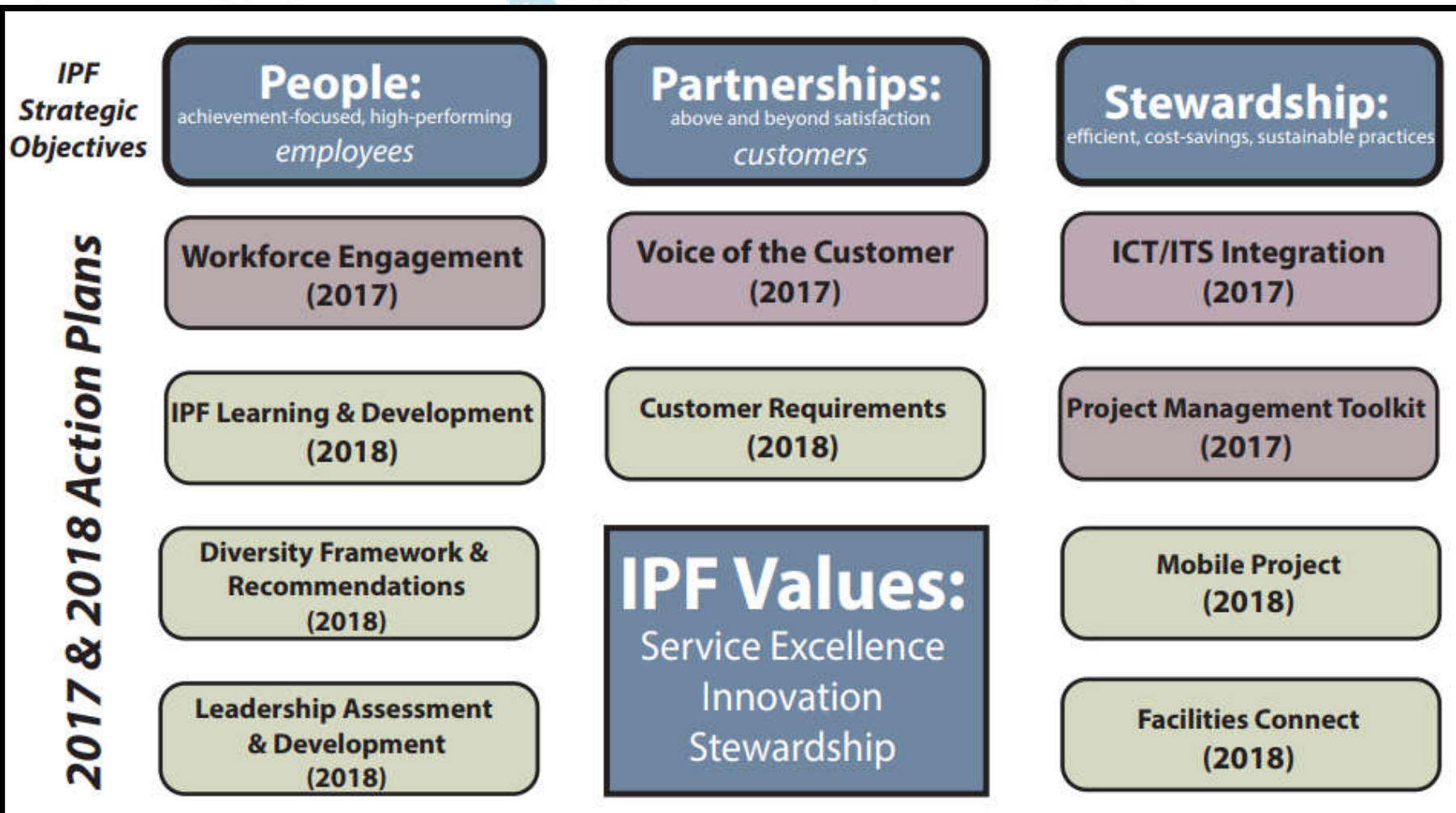


## Who's Involved

- All IPF
- Supervisors
- Executive Leaders
- Specific Roles
- Business Leaders



# Action Plans & Subcommittees



**IPF  
Strategic  
Objectives**

**2017 & 2018 Action Plans**

**People:**

achievement-focused, high-performing  
*employees*

**Workforce Engagement  
(2017)**

**IPF Learning & Development  
(2018)**

**Diversity Framework &  
Recommendations  
(2018)**

**Leadership Assessment  
& Development  
(2018)**

**Partnerships:**

above and beyond satisfaction  
*customers*

**Voice of the Customer  
(2017)**

**Customer Requirements  
(2018)**

**IPF Values:**

Service Excellence  
Innovation  
Stewardship

**Stewardship:**

efficient, cost-savings, sustainable practices

**ICT/ITS Integration  
(2017)**

**Project Management Toolkit  
(2017)**

**Mobile Project  
(2018)**

**Facilities Connect  
(2018)**

**Continuous Process Improvement**

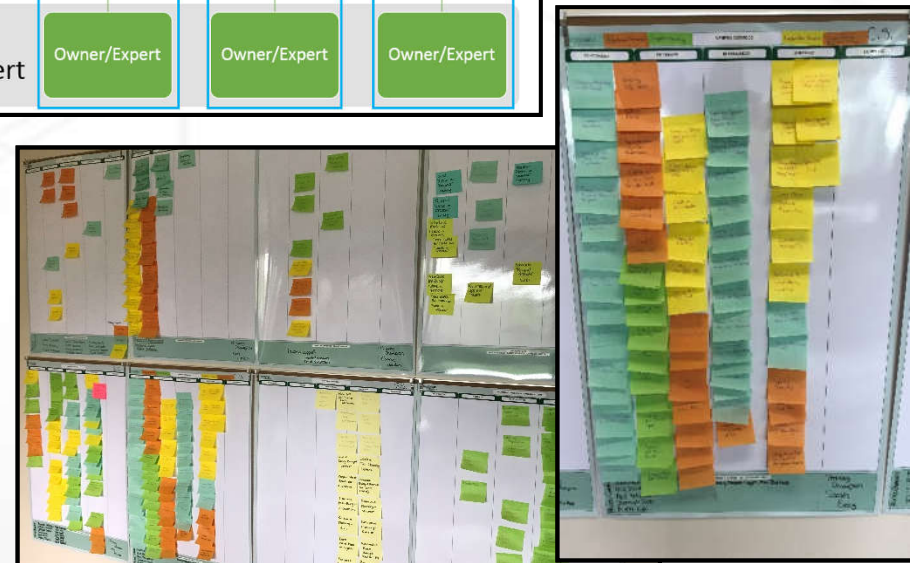
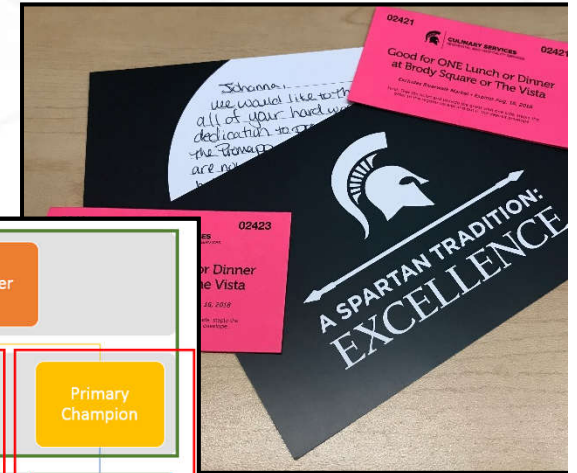
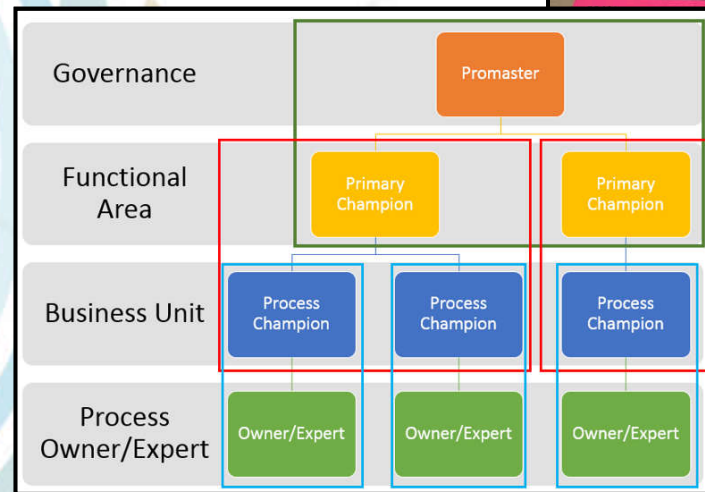
## 2-4-All

- What challenges are you facing in regards to process or continuous improvement?
  - Discuss with a partner
  - Share as a table
  - Report out



# Where we are: Challenges & Tactics

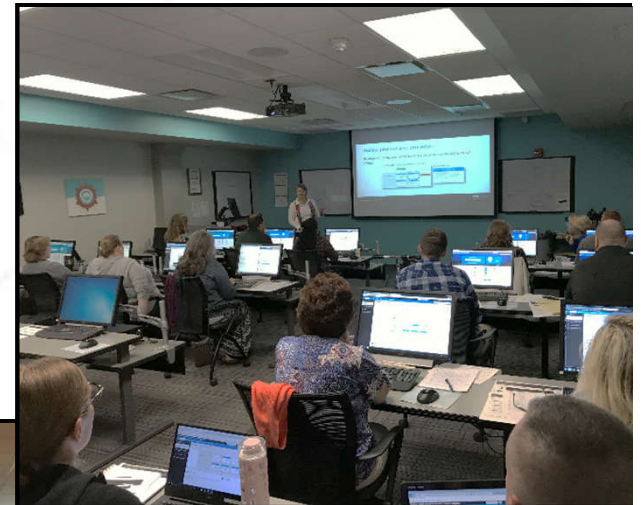
- Leadership Support
- Resistance
- Engagement
- Implementation
- Skill building
- Integration
- Communication



# Where we are going

## Culture Shift

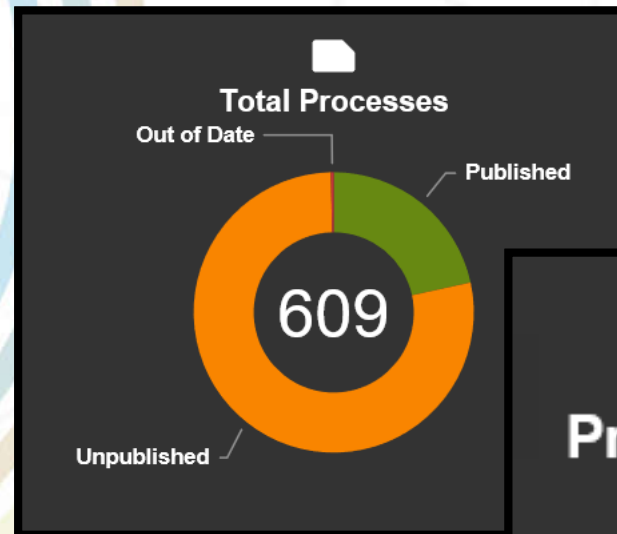
- Continuous improvement
- Collaboration and problem solving
- Employee engagement
- Knowledge capture and sharing
- Lessons learned, best practices
- Workforce development
- Learning and development
- Process awareness





# The Value of Promapp

- Offers key advantages over existing systems:
  - Simplicity
  - Transparency
  - Reliability
  - Accessibility
  - Accountability
  - Consistency
  - Feedback
  - Cyclical review
  - Mobile



  
**Process Views**  
**11,134**



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# Promapp Demo

The screenshot shows a web browser window with the URL <https://us.promapp.com/ipfmsu/Home/Login>. The page features a background image of a brick building and trees. At the top, there is a white header with the Michigan State University logo and the text "Infrastructure Planning and Facilities MICHIGAN STATE UNIVERSITY". Below this, a dark grey box contains the text "Welcome to Promapp". The login form includes two input fields: "Username" and "Password", each with a blue eye icon for toggling visibility. A link "Forgot username or password? Click here." is positioned below the password field. A prominent green "Login" button is centered below the fields. At the bottom of the form, there is a checkbox labeled "Remember Me". The footer of the page is black and contains the text "promapp® | Terms & Conditions | support@promapp.com".

Infrastructure Planning and Facilities  
MICHIGAN STATE UNIVERSITY

Welcome to Promapp

Username

Password

[Forgot username or password? Click here.](#)

Login

☐ Remember Me

promapp® | Terms & Conditions | support@promapp.com

# Why Promapp & Pendolino?



1

Policy, Process & Procedures in a central Repository



2

Transparency, Accountability and Ownership



3

Engagement and Collaboration



4

Feedback & Continuous Improvement



5

Preserving Institutional Knowledge and Training



**Promapp checks all the boxes!  
Pendolino delivers!**



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The **Pendolino** Group

For a custom demo contact us at:

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[www.pendolinogroup.com](http://www.pendolinogroup.com)