

# RISE 2030 | Strategic Plan Task Planning

## 4.1 Improve Business Processes

**Priority:** Enrich the Employee Experience

**Goal:** Facilitate Mission-Driven Work: Improve administrative and business support processes to increase efficiencies and allow employees to focus on student and community-centered aspects of our work

**Strategic Action:** *Establish a college-wide approach to ongoing identification and improvement of business processes with the goals of reducing redundancies, streamlining workflows, and creating time and capacity to focus on student care, special projects, and mission-centric efforts.*

**Goal Champions:** Emily Nicholson, Records and Registration Systems Analyst, Yesenia Cadena: Human Resources Recruitment Manager, & Jessica Price, Associate Chief of Staff

### STRATEGIC ACTION TASK PLAN

#### **Phase 1: Establish Governance and Structure for Process Improvement**

1. Define Process Improvement Governance Model
  - *Identify key stakeholders from HR, IT, Academic Affairs, Student Services, and Administrative Operations.*
  - *Establish a cross-functional Process Improvement Team to oversee efforts.*
  - *Define decision-making authority and reporting structures.*
2. Assign Process Improvement Champions
  - *Select a group of employees who will advocate for and lead process improvement initiatives.*
  - *Define roles and responsibilities for tracking and sustaining improvements.*
3. Communicate and Gain Leadership Approval
  - *Present the governance structure and process improvement framework to senior leadership.*
  - *Develop an internal communication campaign to encourage participation.*

#### **Phase 2: Assess Business Processes and Pain Points**

4. Identify and Inventory Key Business Processes
  - *Identify high-impact processes that are commonly cited as redundant or inefficient, leveraging existing materials when possible.*

- *Categorize processes by administrative, academic, and student-facing functions.*
- 5. Engage Faculty, Staff, and Leadership for Input
  - *Hold focus groups and interviews with employees to gather qualitative insights.*
  - *Identify recurring challenges related to inefficiencies, delays, or resource-heavy workflows.*
- 6. Analyze Existing Process Data and Performance Metrics
  - *Collect available performance metrics (e.g., process completion time, error rates, rework volume).*
  - *Benchmark against peer institutions to identify best practices.*
- 7. Develop a Preliminary List of Process Improvement Areas
  - *Prioritize workflows with the highest opportunity for simplification and impact.*
  - *Identify quick-win opportunities vs. long-term, complex process redesign efforts.*
  - *Share findings with leadership for initial validation.*

### **Phase 3: Develop and Prioritize Process Improvement Initiatives**

- 8. Map Out Key Process Improvement Areas
  - *Develop process maps to visualize inefficiencies, redundancies, and gaps.*
  - *Define bottlenecks and points of failure in critical workflows.*
- 9. Prioritize Process Improvements Using Data-Driven Criteria
  - *Use an objective prioritization model (e.g., RICE – Reach, Impact, Confidence, Effort).*
  - *Assign estimated effort, cost, and projected impact to each proposed initiative.*
  - *Develop a phased approach for implementation based on feasibility.*
- 10. Secure Leadership Buy-In for Process Redesigns
  - *Present recommendations to executive leadership for endorsement.*
  - *Identify necessary resource allocations (e.g., staffing, technology, training).*

### **Phase 4: Implement and Monitor Process Improvements**

- 11. Pilot Process Redesign in Targeted Areas
  - *Implement streamlined workflows in select departments or functions.*

- *Train employees on updated procedures and technology solutions.*
- *Monitor initial outcomes and collect real-time feedback.*

#### 12. Expand Process Improvements College-Wide

- *Scale successful pilots across all relevant departments.*
- *Ensure process standardization while allowing flexibility for department-specific needs.*
- *Provide ongoing process improvement training for staff.*

#### 13. Develop Continuous Improvement Mechanisms

- *Establish a structured process improvement team or task force.*
- *Implement a centralized feedback mechanism for employees to propose additional improvements.*
- *Integrate business process improvements into standard operating procedures.*

### **Phase 5: Evaluate, Optimize, and Sustain Continuous Improvement**

#### 14. Measure Impact and Assess Process Improvements

- *Track key performance indicators (e.g., efficiency gains, error reduction, cost savings).*
- *Conduct post-implementation surveys to assess employee satisfaction.*
- *Compare pre- and post-implementation metrics to validate improvements.*

#### 15. Refine and Optimize Business Process Strategies

- *Identify areas for further refinement based on data and user feedback.*
- *Adjust workflows, technology integrations, and automation strategies as needed.*
- *Explore emerging process improvement methodologies for continuous innovation.*

## **TEAM AND INVESTMENT**

**Action Teams should include individuals who bring the following perspectives and expertise:**

- Lead process redesign initiatives and facilitate workflow analysis.
- Provide insights on department-specific challenges and needs.
- Assist in identifying digital solutions for automation and efficiency.
- Track process improvement metrics and report on impact.

**Investment**

- **Medium investment** for WCC providing:
  - Technology investments for workflow automation
  - Staff training in Lean and process improvement methodologies
  - Dedicated resources for ongoing process monitoring and refinement