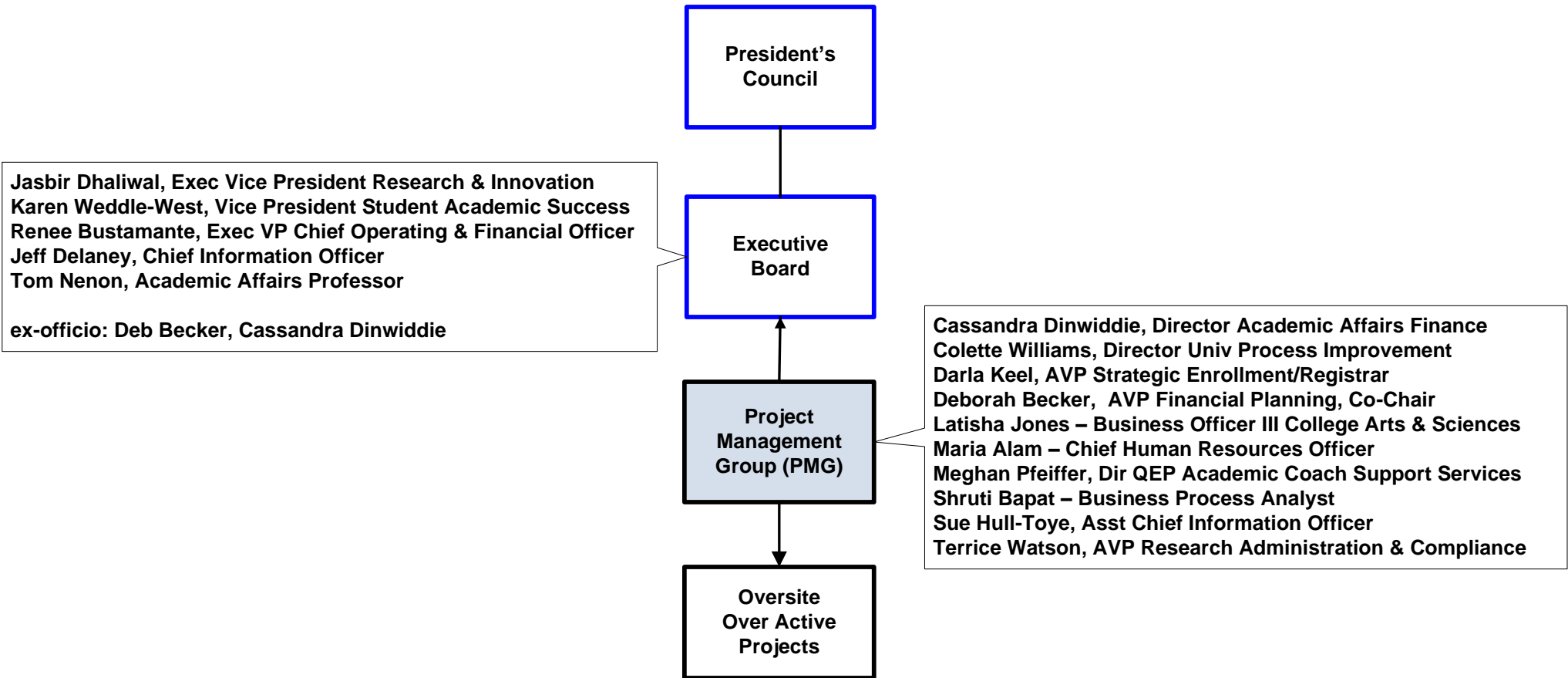


Governance & Implementation Structure – University Process Improvement Projects



Executive Board – Provides overall sponsorship, vision and guidance. Addresses issues of strategy and policy. Makes key decisions regarding organizational changes and resources allocation, and ensures changes are successfully communicated, achieved and measured for progress towards service excellence goals.

Project Management Group (PMG) – Serves as the internal UofM Process Consulting team. Manages the portfolio of projects; promotes adherence to best practices and ensures consistency in methodology and overall alignment with UofM strategy. Identifies and recommends future process improvement projects to the Leadership board with the input of the campus-wide AVP group; assembles project teams and coordinates team training.

Project Team – A specific team that is created to address a process improvement initiative. Led by a project manager and comprised of subject matter experts (SMEs) from the functional areas and IT, who have sound analytical skills and a desire to improve processes. Draws on expertise and assets of the PMG regarding process improvement methods and experiences.