



## **Administrative Process Improvement and Shared Services Center Update as of Spring 2014**

In the spring of 2010, the University of Memphis launched the first institutional Process Improvement project. Since that time, 27 projects have been completed, and an additional 5 are underway. Together these projects involved nearly 250 faculty and staff from across the university, and addressed a wide variety of processes, touching on finance, human resources, academic and student support, and research functions. Significant improvements have been made, and many more are planned.

Process improvement continues to be a high priority for the University of Memphis as we tackle the challenges facing higher education. The program is part of and supports our institutional initiatives to achieve efficiencies, improve effectiveness, and increase service quality.

Below please find some of the specifics related to a few projects that are being implemented this spring:

- Changes have been made to the Graduate Assistant (GA) appointment to streamline the process for end users and to differentiate doctoral from masters students.
- Reporting tools have been developed or improved for both GA appointment and faculty summer compensation.
- In January, a team was launched to automate and streamline the hiring process for part time instructors.

As we have learned from our experience with the GA electronic appointment process (the eContract/EPAF model), we are shifting the creation and revision of the EPAFs (not the eContracts) to the Shared Services Center. All approvals will remain with the hiring department. To help staff across campus and their supervisors plan their time, training sessions will be held in March and April – end users will be notified of the training via email.

In addition, if you are interested in learning more about process improvement and the Shared Services Center, please go to: <http://www.memphis.edu/processimprovement>.