



# Process Palooza: *LEANing* Toward Success

## UC San Diego

IT Services & Extension





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IT Organizational  
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# An Excellence Movement Engulfs UC San Diego

What started as a raindrop, has generated waves of continuous improvement – changing how we work and helping us achieve business excellence.





# UC San Diego - Some Facts

- One Billion in annual research funding
- 36,634 students
- 2,535 faculty
- 33,226 staff





## RECENT UC SAN DIEGO RANKINGS

*Money Magazine*

**#2 Best Colleges for Your Money »**

*Washington Monthly*

**Best Public University for Social Mobility »**

*Academic Ranking of World Universities*

**A Global Academic Powerhouse:  
UC San Diego Named World's 15th  
Best University »**

*U.S. News & World Report*

**UC San Diego Health Ranks  
Nationally; Six Medical and Surgical  
Specialties Among the Nation's  
Best »**

*U.S. News & World Report*

**UC San Diego Among Nation's Best  
Public Colleges »**



# Across the University we share:

## Our

- Vision
- Mission
- Strategy
- Goals

## Ingredients for Success

- People
- Process
- Projects
- Services & Information





# Shared Ways of Working

- Organizational Change Management- PROSCI
- Process Improvement – Lean Six Sigma
- Project Management - Various
- Service Management- ITSM



## Goal #5

**Create an agile, sustainable, and supportive infrastructure by ensuring a dedication to service, people, and financial stewardship.**

**Be nimble, do more with less.**



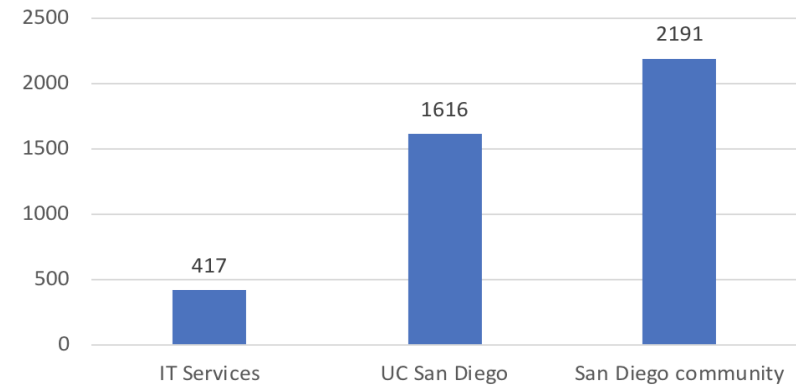




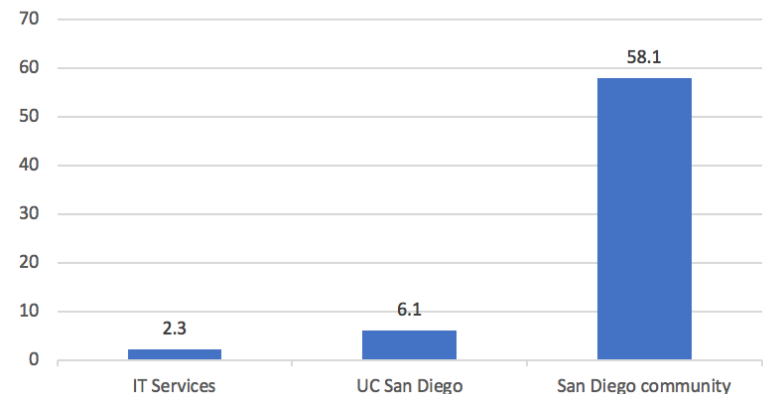
# White Caps Across Campus

- Training investments
- Process improvement outcomes significant
- People talking, sharing, collaborating

Lean Six Sigma Certifications



Quantitative Savings in \$Millions since 2016





# How to Bring it all Together!

## Process Improvement

We all understand  
when a process needs  
improvement

Process driven, data  
centric & people  
oriented approach  
focused on eliminating  
waste and reducing  
defects.





# How to make process improvement fun?

## IT Services & Extension partnered to co-host:





# Process Palooza

A three-in-one event includes:

1. **Competition:** Process improvement competition- The Great LSS Race
2. **Conference:** LSS Learning tracks for everyone
3. **Expo:** Networking& community building



# The Great LSS Race





# Calling all Process Owners



## Process Narrative

<b>Melanie Sandah,</b> New Employee	<b>Jovi Grant,</b> Department HR	<b>Kirby Marx,</b> Parking Office

Two weeks before starting work, Melanie received instructions from her department HR team on where to park for her first day. New to the area and the university, she spent 10 minutes at home looking at google maps to confirm her route and where to park. Next she searched the UC San Diego website to find out about parking. In about 5 minutes she located a page called “Complimentary Parking for New Employees”. The instructions stated:

### How to Get Your Complimentary Permit

New employee parking permits will be available online until 15 days after the employee's start date. The permit is valid for 15 calendar days beginning the date you select. If you have questions about this process, contact your department Human Resources representative.

To obtain your free 15-day parking permit [online](#), you will need:

- Your Single Sign-On (SSO) username and password
- License plate number
- Vehicle make, model and color
- Access to a printer to print the complimentary permit

Melanie wasn't sure about the single sign-on so she tried to access the system and could not. She took about 5 minutes to try and another 5 minutes to send an email to her department HR contact Jovi asking for the access to obtain the permit online. The next day, it took Jovi 15 minutes to respond to Melanie to say that she won't have the necessary account in time for her first day and that she'll have to follow instructions to park. Jovi assured Melanie that she would give her information on her first day for how to get a permit directly from the transportation parking office.

On her first day of work, Melanie, having just recently learned to drive, drove to UC San Diego from Hillcrest. Overwhelmed by traffic, she missed a few turns but finally reached campus in about 40 minutes. With her appointment at 8:00 am, she thought she had left home in plenty of time but realized she only had 20 minutes until her appointment. Melanie drove around for the next 30 minutes before she could locate an available visitor parking spot.

Disoriented because she had to park in a different location than instructed. It took her 5 minutes to find the parking meter payment kiosk and another 10 minutes waiting in line to purchase her parking ticket. It took her 10 minutes to find the building where the meeting was scheduled.







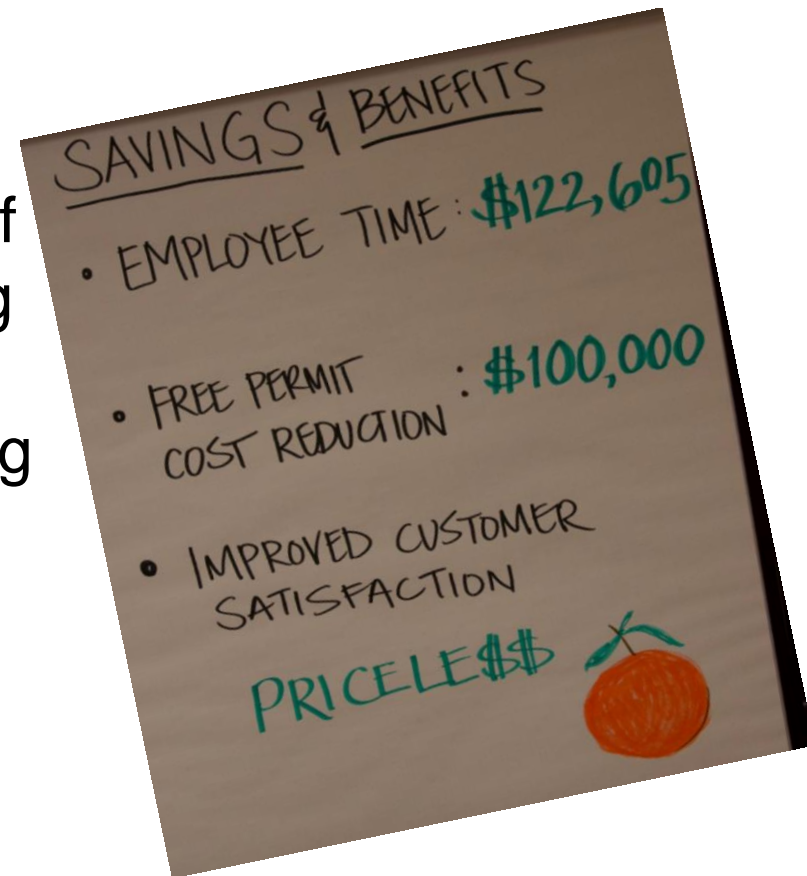




# Real Processes, Real Results

AS Travel Request: \$96,000 savings, 41% reduction in processing time, 50% reduction of rework, 50% reduction of advising time, increased customer satisfaction by 80 & understanding by 100%.

Transportation Services new employee commute: Achieved \$105,000 in labor savings, 30% reduction of in-person processing.





# Real Impact

Attendees watched process improvement in action  
amazed at how:

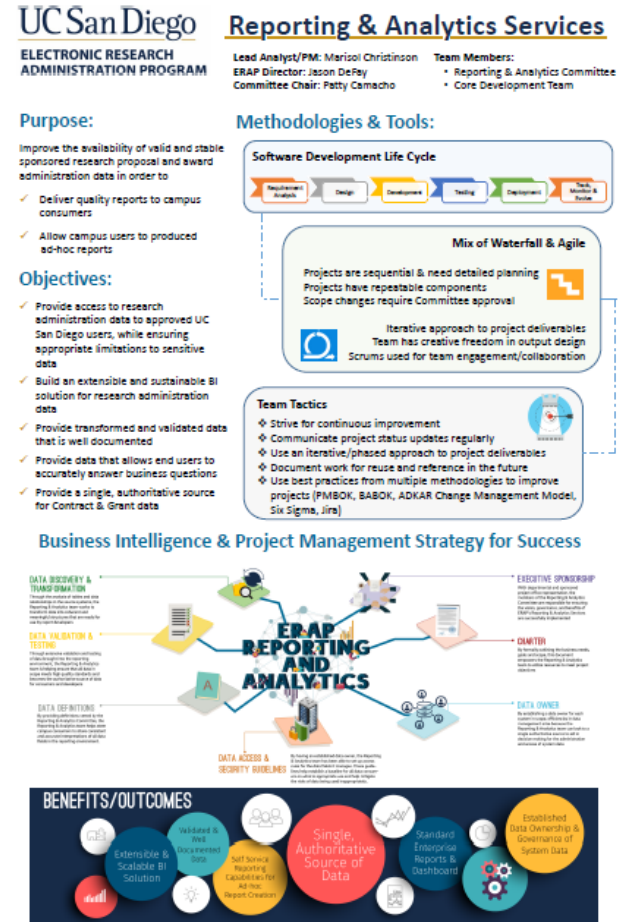
- People who don't know or work together could come together
- The methodology is simple and logical
- Anyone could do it

The competition helped people understand new possibilities.



# Learning, Sharing, Inspiring

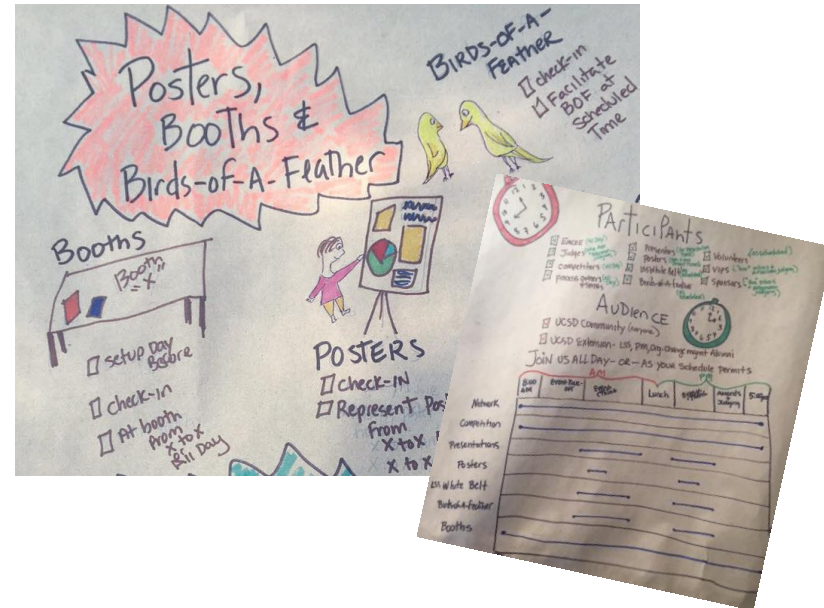
- Presentations & Workshops
  - LSS basics to process improvement activity & outcomes
- Posters visually showcased university efficiency efforts





# Networking, Recruiting & More

- Networking lounges and booths to showcase projects, provide information, or ask for help.



# 500 Attendees!





# Process Palooza Check-In

## Keep Doing

- Hold Pop-up Process Palooza's
- Get the word out
- Create more campus opportunities to collaborate & integrate

## Lessons Learned

- More time to plan
- Include sponsorship
- Get help/resources
- Bigger venue
- Increase conference options



# PROCESS PALOOZA RESULTED IN WAVE AFTER WAVE....



# Business Excellence Community of Practice

Continuous  
Improvement



Project  
Management



Change  
Management

Business Excellence



# BECOP

- Started in Fall 2017
- Executive Board Roles & Committees
- An outlet to grow a continuous improvement mindset and our professionals
- Offers members a network, professional development opportunities, to further business excellence.



# BECOP Check-in

- 150+ members
- Monthly events
- Mailing list and Slack channel
- Website: <http://becop.ucsd.edu>
- Expanding UC-wide
- Booths at campus events
- Strategic plan

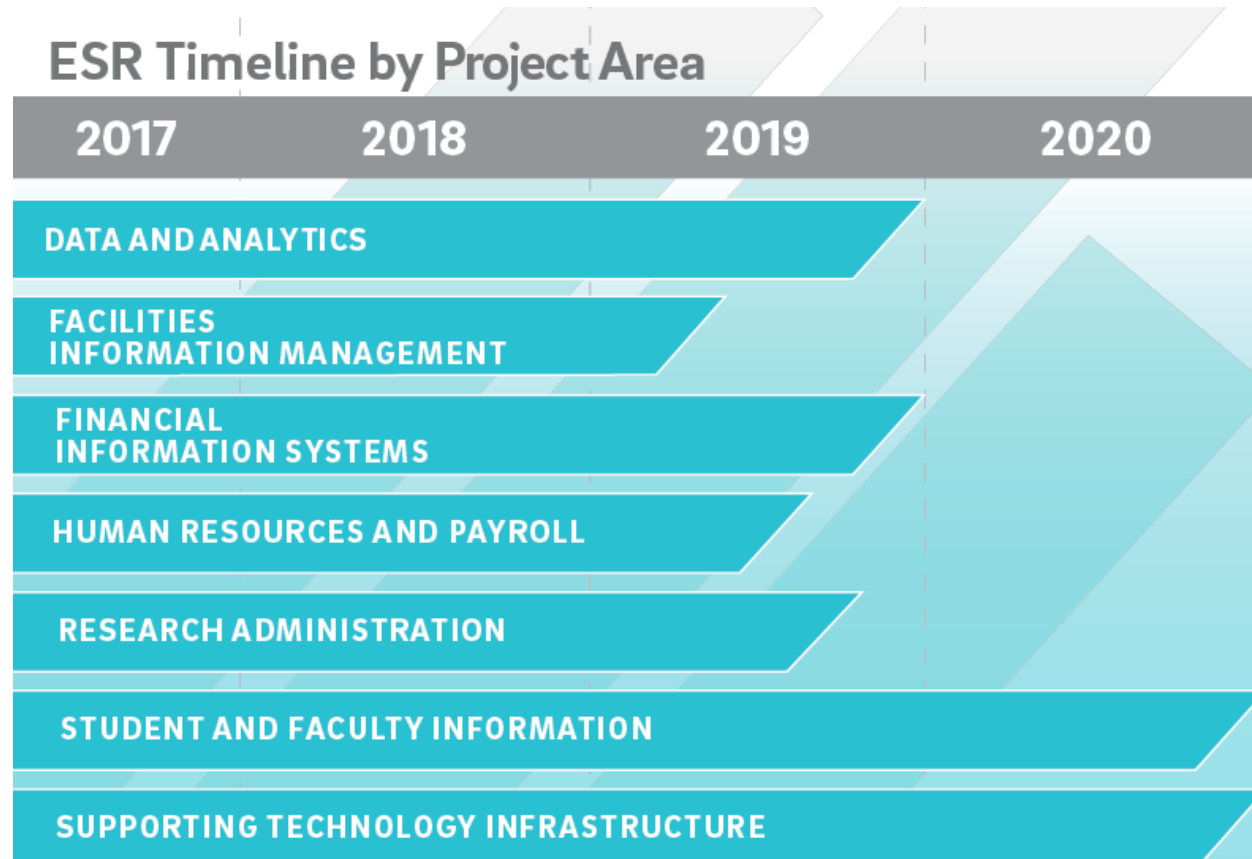


# WE ARE TRULY RIDING THE WAVES OF EXCELLENCE





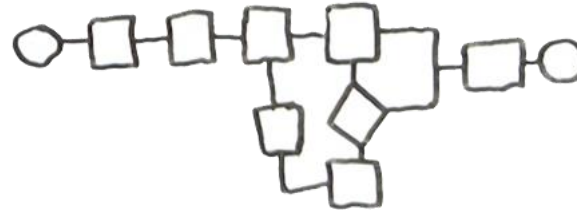
# Enterprise Systems Renewal





# ESR & Lean Bench

PROCESSES  
IMPORTANT ↗



SOFTWARE





# Crowd Sourcing Process Improvement Talent



Engage Lean Six Sigma practitioners to lead process improvement efforts to achieve business excellence.



# ESR & Lean Bench Check-in

RESHAPING THE WAY  
UC SAN DIEGO DOES BUSINESS



- Governance & Committees
- Program Management
- Roles & Responsibilities
- Emphasis on Organizational Change Management & Process improvement



# Join us at Process Palooza 2018

## December 12<sup>th</sup>

<http://processpalooza.ucsd.edu>





# Links & References

- Process Palooza website: <http://processpalooza.ucsd.edu>
- Lean Bench: <http://leanbench.ucsd.edu>
- BECOP: <http://becop.ucsd.edu>
- Operational Strategic Initiatives: <http://osi.ucsd.edu>
- UCSD Extension: <https://extension.ucsd.edu/step-up>
- UCSD Extension: <https://extension.ucsd.edu/courses-and-programs/lean-six-sigma-information-session-black-green-belt>
- Extension Article: [Lean Six Sigma Produces Results for UC San Diego](#)
- UC IT Blog: [Process Palooza Lean Six Sigma in Action at UC San Diego](#)



# Thank You!

***Your opinion is important to us!***

**Please take a moment to complete the survey using the conference mobile app.**

**Session No: ThS/38**

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