

## Operational Excellence Steering Group

<b>Administrative Director of Specialist Masters Programme</b>	<b>Chair</b>	Catherine Gordon
<b>OE Advisor (<i>ex officio</i>)</b>		Zoe Radnor
<b>Chief Administrative Officer</b>		Darren Wallis
<b>Lead Facilitator</b>		Olivia Brook
<b>Associate Dean (Academic Policy &amp; Practice)</b>		Stephen Roper
<b>Programmes Manager, Public Sector Programmes (GPM)</b>		Jane Miller
<b>Head of Information Systems (ISSU)</b>		David Wright
<b>Academic Services Coordinator</b>	<b>Secretary</b>	Emily Collins
<b>Copies to:</b> OE Facilitators.		

### Terms of Reference

1. To drive the improvement of business processes in WBS, in line with the School's strategy, advising WBS Steering on a School strategy for Operational Excellence, and reporting to Steering Group.
2. To promote Operational Excellence within and without WBS and to monitor, review and communicate improvement outcomes.
3. To prioritise identified areas for process improvement, and to arrange a programme of process improvement with robust mechanisms to evaluate outcomes and identify new improvement opportunities.
4. To evaluate reports from the Process Review & Operational Development group (PROD) on the implementation of IT-based process improvements and the success of the original improvement opportunity.