

WBS Operational Excellence

RIW1: External projects generation

11th, 12th & 19th March 2008



Participants

Linda Butler

Scott Dacko

Alan Gamble

Catherine Gordon

Belinda Grant

Pat Hodges

Nick Kaijaks

Jon Lees

Tracy Lynch

Justin McArthur

Les Oakshott

Sarah Patrick

Carol Rue (improvement champion)

Donna Shannon

Kirsty Warwick

Jules Cross (Processfix facilitator)

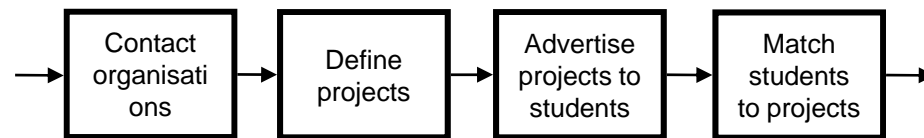
Kathryn Chedgzoy (WBS Administration)



Scope opportunity

Supplier	Input	Process	Output	Customer
<ul style="list-style-type: none"> • Student <ul style="list-style-type: none"> - those seeking - those offering • Sponsoring organisation • Academic supervisor • PCD • Alumni • Programme 	<ul style="list-style-type: none"> • Project definition template • "Leads" <ul style="list-style-type: none"> - Flyers - Website - Letters - Brochures - Milk round - Presentations • Agreement template • Student proposal form • Academic w/shops to prepare students • CV's 	<p>External project generation</p>	<ul style="list-style-type: none"> • Authorised project definition form • Student matched to project • Signed Agreement <ul style="list-style-type: none"> - Student - Alumni - Company 	<ul style="list-style-type: none"> • Student • Sponsoring Organisation • Academic supervisor • Programme

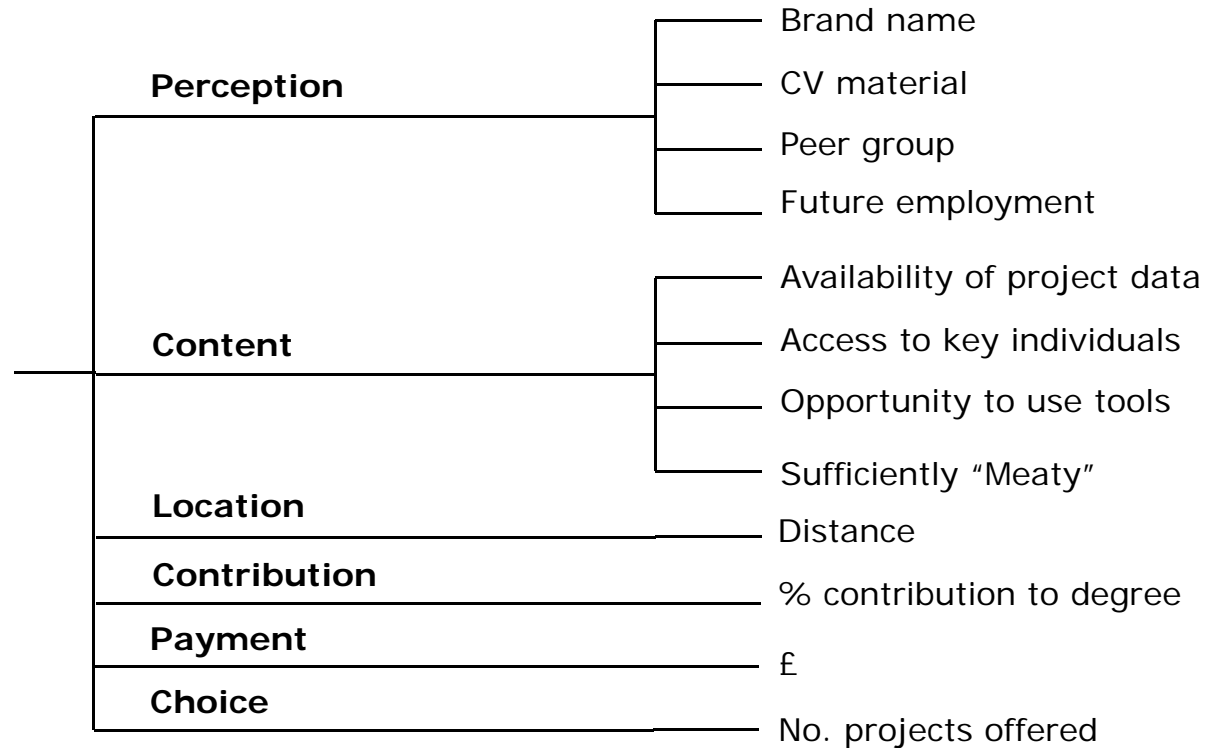
Level 1 process:



[Tool: SIPOC]

Customer needs

Students

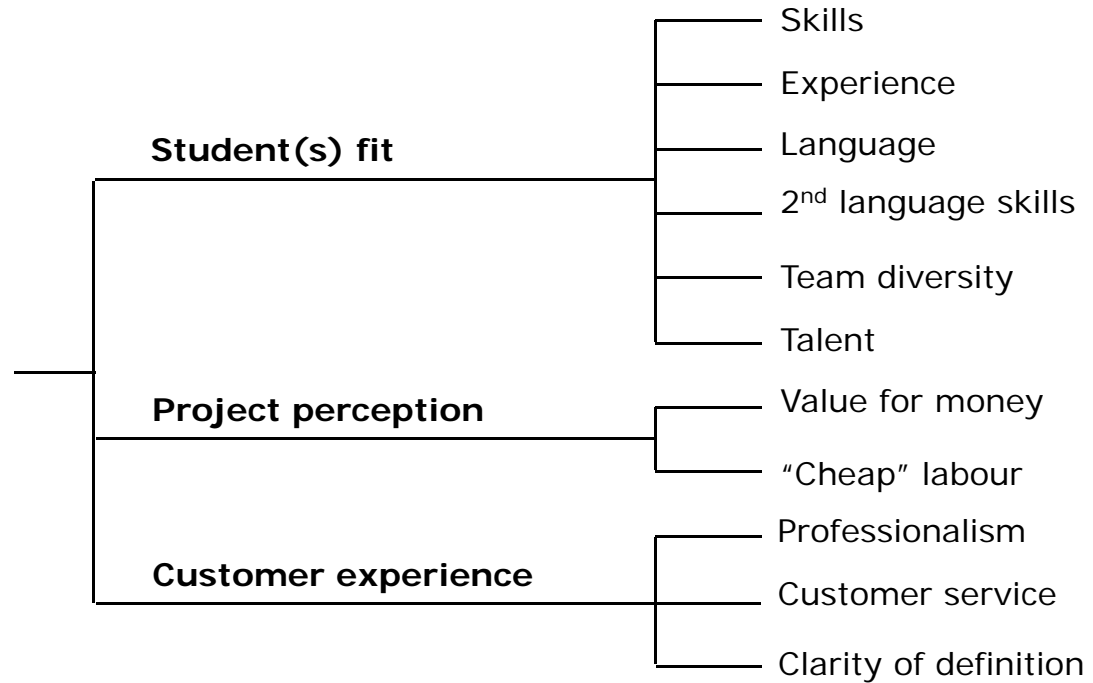


[Tool: Critical to Success Tree]



Customer needs

Sponsoring organisation

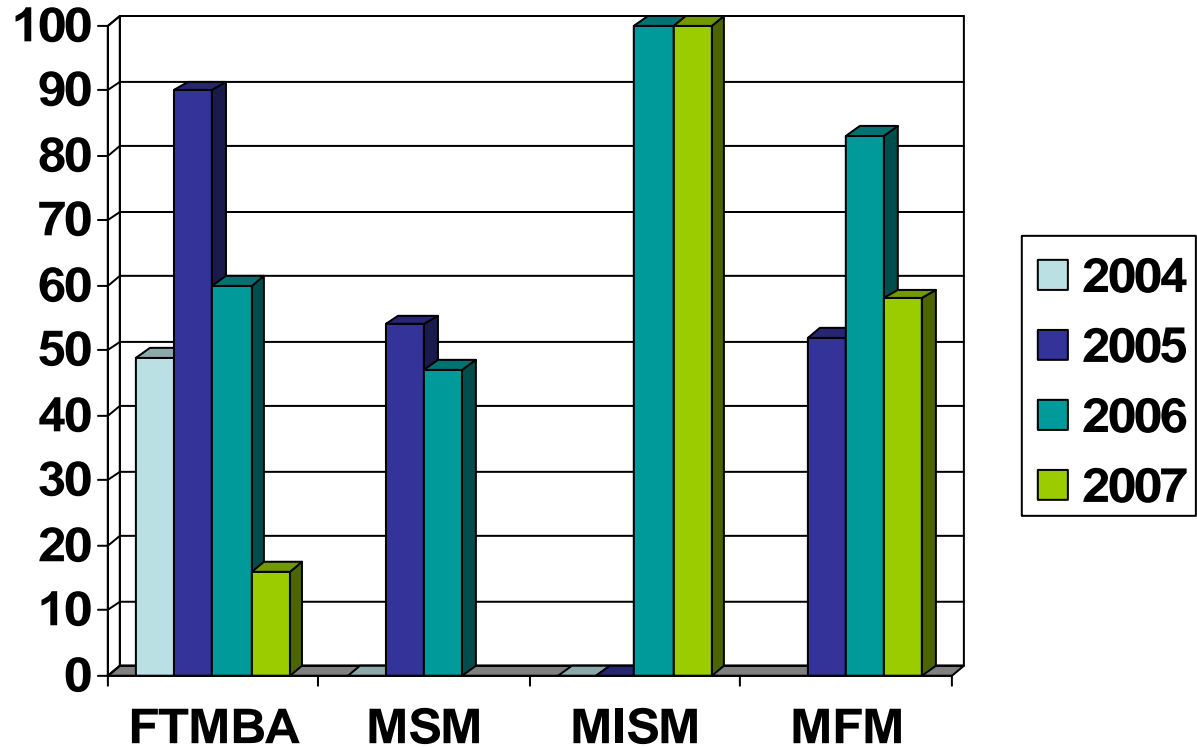


[Tool: Critical to Success Tree]



Baseline performance

KPI: % Projects signed up to by students



Common terminology

	MBA Consultancy	MBA POM	MSMS	MSOR/MSBAC	ISM	MSFM	
Organisation	Sponsoring organisation	Sponsoring organisation	Project sponsor / Client	Organisation	Organisation	Project sponsor	
Project	Consultancy project	POM project	Corporate project	Project	Project	External project	
Client	Mentor	Sponsor	Project sponsor	Client	Client	Named contact	
Organisation contact							
Student(s)	Student	Student team	Student / Student team	Student	Student	Individual student	
Academic supervisor	Academic supervisor	n/a	Project / Dissertation supervisor	Project supervisor	Project supervisor	Project / Dissertation supervisor	
Project Brief	Outline proposal (PCD)	Project brief	Project outline	Project brief / proposal	Project brief / proposal	Project outline	
Project (and dissertation) proposal							
Project output	for WBS	Dissertation	Group presentation & report	Dissertation	Dissertation	Dissertation	
	for Client	Company project	Report, recommendation	Corporate report	Agreed deliverable(s)	Agreed deliverable(s)	Report as required
Payment	University	n/a	n/a	n/a	£2,500	£2,500	n/a
	Supervisor	Supervisor payment	** hours per project	16 hours per student	16 hours per student + £2,500	16 hours per student + £2,500	16 hours per student
	Student	Consultancy fee	Out of pocket expenses	Out of pocket expenses	Out of pocket expenses	Out of pocket expenses	Out of pocket expenses
Value to degree	0% (dissertation 37%)	15% (approx 2 modules)	0% (dissertation 33%)	33%	33%	25%	
Contract control (WBS or Client)	Client	Mutual inferred	n/a	Primarily WBS	Primarily WBS	n/a	
Initial contact date with organisation	November	July onward	June onward	November onwards	November onwards	February	



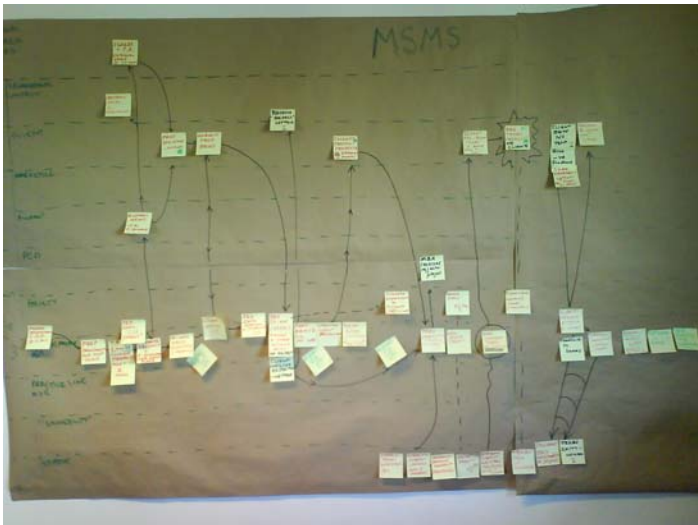
As-is process



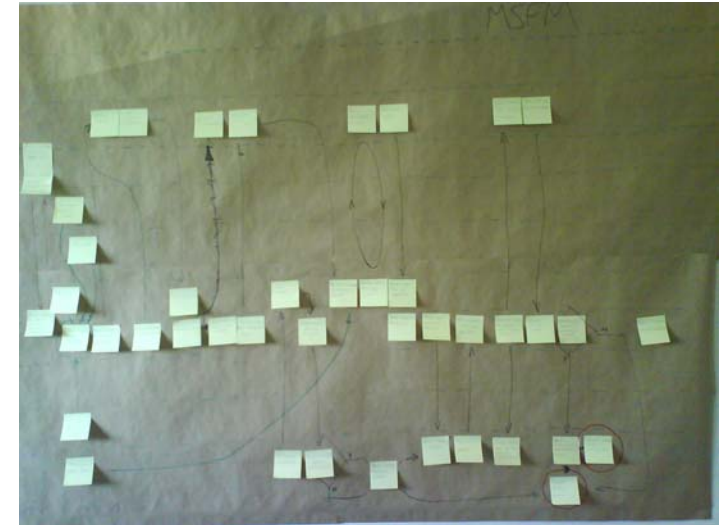
MBA



MSOR / ISM



MSMS

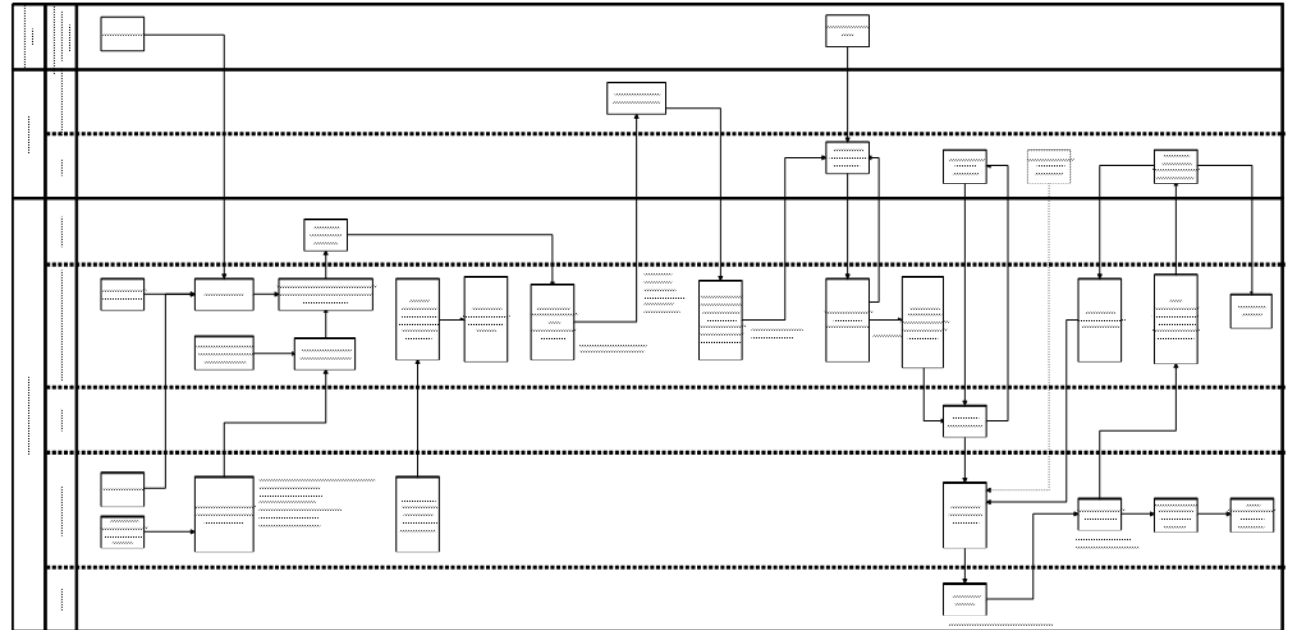


MSFN



To-be process

For detail see: External projects generation to be process.doc



Implementation plan

Extracted from: WBS RIW1 Implementation plan 20Mar08.xls

RIW1: External Projects Generation process

Implementation plan

Last update 20 March 2008

ID	Action	Date	Owner
1.	Implement CRM solution across programmes for data sharing		
a)	Interim Excel, Act or Business Contact Manager solution	30/04/2008	Carol Rue
b)	Act or Razoredge shared solution	30/04/2009	Carol Rue
2.	Implement 'co-ordinating body' under PCD	01/08/2008	Carol Rue
a)	Re-allocate resources from Carol (1FTE) and Jon (1FTE)	01/08/2008	Carol Rue & Jon Lees
3.	Create and distribute standard templates		
a)	Forecast from programmes	30/06/2008	Kirsty Warwick & Donna Shannon
b)	Project brief template	31/07/2008	Kirsty Warwick & Donna Shannon
c)	Project pack for clients	31/07/2008	Kirsty Warwick & Donna Shannon
4.	Align draft paper with RIW recommendations and parking lot and distribute to FC for approval	28/03/2008	Jon Lees
5.	Organise RIW1 progress review and follow-up and communicate with team	28/03/2008	Carol Rue



Workshop summary

The programmes with external projects are unique. They may be very specialised in nature and run in different ways.

The team developed a to-be process, harmonised at the top level with devolved sub-processes according to each programmes need. These sub-processes are co-ordinated across the business school using common templates and working practices.

The implementation plan, including defined responsibilities and dates has been agreed by the RIW team. Every action owner has agreed that their action(s) is within their sphere of control.

Further recommendations, based on the parking lot of issues outside the teams sphere of control, have been consolidated and form part of Jon Lees paper to be submitted for approval on the 28th March 2008.

Thank you to all the team and we look forward to reviewing your progress against the implementation plan during our scheduled review.

Jules Cross

Processfix Facilitator

WARWICK
BUSINESS SCHOOL



How was it for you?

"Informative" BG

"Great to work as part of a team" PH

"Found common ground" CG

"Eye opening" KW

"Complex processes made transparent" AG

"Sense of achievement" CR

"Worthwhile" SP

"Enjoyable" DS

"Left with more questions than answers" JL

"Good to exchange ideas" LO

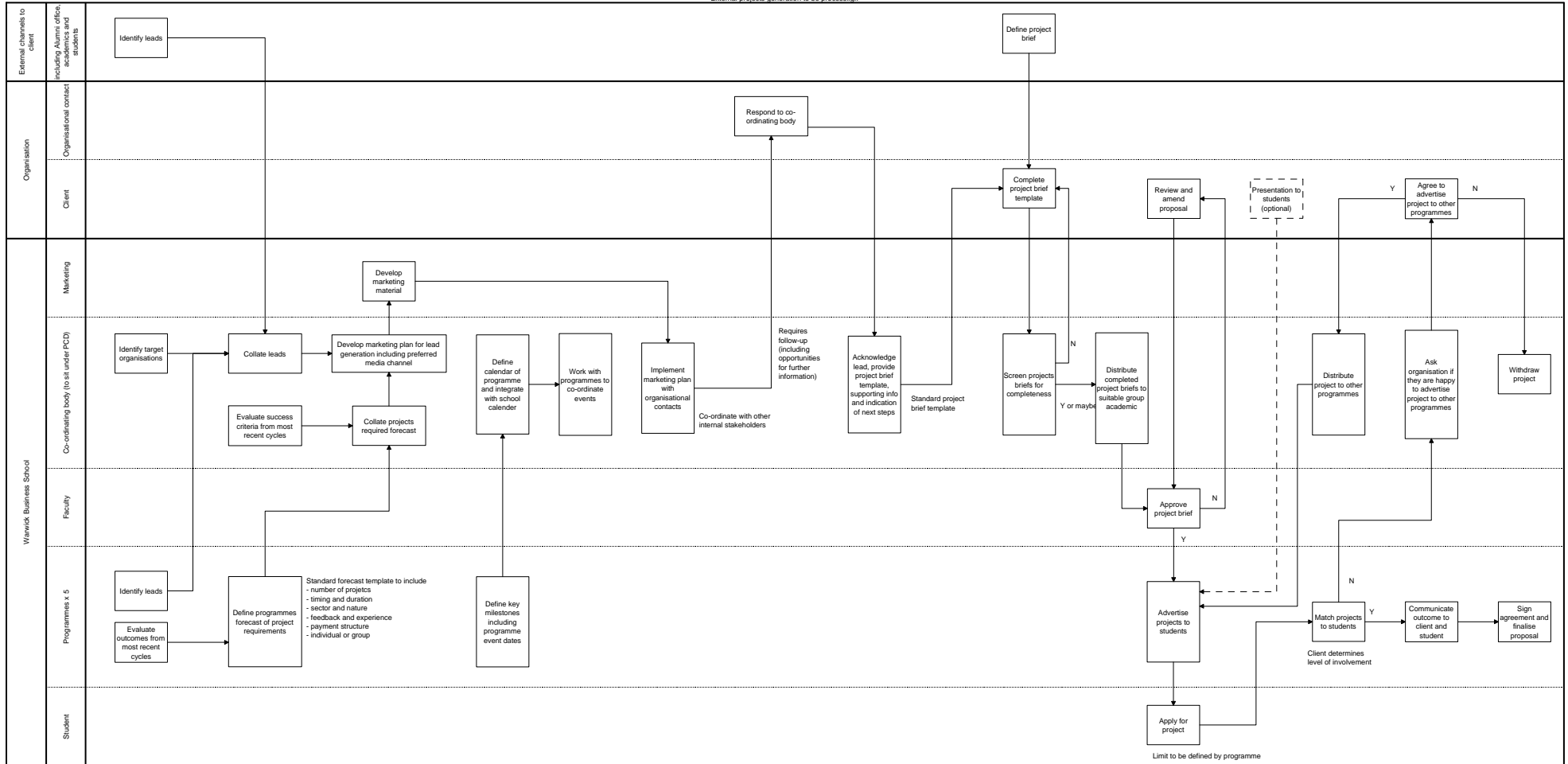
"I enjoyed the bell" JM

"Highly constructive dialogue" SD

"Relationship building" LB

"Opportunities for action" NK





Limit to be defined by programme