

**OPERATIONAL EXCELLENCE IN WBS
Project Initiation/Progress Report**

The purpose of this Report is to enable progress monitoring of process improvement projects by the Operational Excellence Group. An initial report should be prepared by the Improvement Champion as soon as possible after completion of the Rapid Improvement Workshop, and then updated at 3-monthly intervals. The initial report and subsequent updates should be sent to the Chair of the OE Steering Group.

Copies of the Report form are available from the OE website:

Project title: <i>External Projects Generation</i>
Version: <i>VI</i>
Project number: <i>1</i>
RIW Date: <i>11-12th & 19th March, 2008</i>
OESG Project Approval Date: <i>26th February, 2008</i>
Improvement Champion: <i>Carol Rue, Director PCD</i>

1. Project Brief (to be completed by Improvement Champion following RIW)

1.1 Summary (i.e. What the project involves)

The project aims to bring a coordinated approach to communication and liaison with organisations who may be able to offer student projects to WBS post graduates on programme where external projects is an integral part of the course .e.g. FT MBA, MSM, MISM,MSOR, MFM.

1.2 Rationale (i.e. Need for the project? What we are planning to achieve?)

Presently each programme handles its own external contacts meaning that a single organisation may be contacted multiple times by WBS in an uncoordinated manner and , if project opportunities cannot be met by the originally intended programme, that project and organisational relationship may be lost to WBS, whereas it could be retained by potentially allocating that project to a student/group on another WBS programme(s).

2. Expected Stakeholder Benefits (e.g. Release of work capacity, simplification of process, improved customer service, cost reduction)

Benefit	Stakeholder (s) Affected	Explanation
<i>Release of work capacity</i>	MBA Project Manager, MSc. Programme Managers/Senior Teaching Fellow, ORMS; Marcomms team; PCD team	Will reduce workload regarding project promotional activity. Reduction in no. of individual programme project promotional brochures required. For the first time a single integrated projects brochure and marketing campaign has been produced/executed.
<i>Simplification of process</i>	Faculty, Project Sponsors	Same, co-ordinated process across MBA & majority of PG programmes
<i>Improved customer service</i>	Students, Project sponsors	Larger pool of projects, co-ordinated approach to sponsors, less project 'waste'
<i>Reduction in cost</i>	Programme budgets	Manager, External Projects costs can be set against cost of time released from Programmes, PCD staff & Marcomms staff.
<i>(Other) Greater efficiency in utilisation of projects</i>	Students, Programme Managers	Increased number of projects, available more quickly.
<i>Increased job satisfaction & team working skills through collaborative nature of work. This will reduce stress levels.</i>	All involved Programme Managers & their teams, PCD and MBA External Relations Manager	Isolation is a key stress driver and the underlying collaborative nature of this project places people in a new team environment where they are working positively towards a common goal. The impact of this should not be underestimated when calculating the benefits of this OE project

3. Initial Resource estimate (What is your estimate of the additional resources [e.g. budgetary, applications or other professional development time, space, equipment] required to complete the project?)

Resource	Purpose	Amount/Cost
<i>RIW</i>	See para. 1 above	£3.5k
<i>IC & Project Team</i>	To implement improved	1000 hours (c£31k av. WBS staff employment)

	process	cost) including Rapid Improvement Workshops, internal briefing and lobbying to gain School wide agreement to the improved process & costs. Set up time for project and work packages, and design, development and implementation work.
<i>Budgetary</i>	Cost of labour for database populating, data cleansing and data management	Stephen Burke from ISSU worked with the User group and a summary of his time is: 15-18 day on system setup and data merging. He informs me that he spends approx. 2hours week on maintenance, backup and questions on installation and use. (C. £4k employment cost),
<i>Apps. Development</i>	To facilitate CRM database (ACT)	Total £3642.5 (License costs for ACT Premium = £1410.00 Training costs for 10 Users = £2232.50)
<i>Other Professional Development</i>	Database reconciliation and management	£500
<i>Space</i>	Office space for additional member of PCD staff	Absorbed into existing office space
<i>Equipment</i>	Computing & other office equipment for additional member of PCD staff	£1.5K
<i>(Other) Staff</i>	Additional member of staff (Projects Manager)	£55k annual employment cost
TOTAL COST		c.£89k employment costs; £11.2 other.

4 Success criteria (What measures will you use to evaluate whether perceived benefits have been achieved?).

Measures:	Target	Current Progress	Comments
<i>No. of external projects secured p.a.</i>			
<i>No. of external projects taken up p.a.</i>			
<i>No. of projects wasted</i>			
<i>Staff capacity released</i>			
<i>No. of different external project processes extant</i>			
<i>Stakeholder feedback</i>			
<i>Cost reduction</i>			

5. Implementation Plan (to be completed by Improvement Champion at Rapid Improvement Workshop)

Key Actions from Rapid Improvement Workshop	Target Date	Owner	Progress
Establish implementation project management structure & process	May 08	C.Rue	Completed
Implement CRM solution across relevant Programmes	July 08	L.Butler	Completed
Brief and seek support for proposals from MBA Programme and SM Groups; Obtain approval from FRPC & Steering Group for new Project Manager post	June 08	J. Lees & C. Rue	Completed
Create and distribute standard templates for forecasts, project brief etc	July 08	K.Warwick	Completed
Implement co-coordinating body under PCD	August 08	C. Rue	Completed
Project Manager in post	February 09	C. Rue	Completed

6. Project Closer Notification (to be completed by Improvement Champion at Completion phase)

4.1 Project Team statement (Are success criteria met on budget and time?)

4.2 OESG comments and conclusion (Chair of OESG to complete) Meeting Date:

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7. Project Report Sign-off (to be completed by Improvement Champion and OESG Chair after each progress report).

Name of Improvement Champion:

Signature of Improvement Champion:

Date:

Chair of OESG:

Signature of Chair of OESG:

Date: