

## Project progress report

This Report is to enable progress monitoring of process improvement projects by the Operational Excellence Steering Group. An initial report should be completed by the Improvement Champion on 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.

Project title

**Online Module Management System**

Improvement champion(s) Jon Lees

Progress stage Phase 1 pending PROD prioritisation

Project reference/version

OESG approval date

RIW dates 6 July 2009

RIW facilitator(s) Simon Harper/Graeme Shaw

## Brief

### Objective

1. To enhance the student experience by enabling them to manage their programme of study using an online system.
2. To streamline the administrative processes which underpin this activity.

### Business rationale

There are approximately 2,500 students currently registered on all variants of the MBA and the MSc in Management. To complete their degrees these students will collectively need to complete in excess of 31,000 modules, of which over 13,000 will be electives. The current process by which students register for electives is paper-based and involves significant manual processing which is resource hungry, time consuming and can be subject to human error. There is also a significant amount of manual processing involved in the routine registration of students on core modules. It currently takes between 5-20 minutes to process a single initial set of elective choices for an Executive MBA student.

For modules operating on a five-day delivery format, data generated by module registration is used to inform the advance booking of student accommodation and meals with Warwick Conferences. Currently this booking is partly based on assumptions which inevitably lead to some under or over booking, with an associated reputational or financial cost respectively. Using 'best guess' information to make accommodation bookings over the past four years has resulted in the total cost of Warwick Conference cancellation charges and booking errors during this four period exceeding £55,000. To improve the booking decision making process there is a need to collect and store new data at a module level per student and to maintain the quality of this data on an ongoing basis in a resource-efficient way.

A project proposal to improve this process was approved by BPTRG in 2007 which led to the development of a prototype system. Progress with this project ground to a halt as a result of the level of complexity involved.

This is a substantial and complex project which has necessarily been segmented into phases to spread the impact on resources, notably ISSU development time, and improve its manageability. Phases 1-3 focus on providing immediate and relatively straightforward improvements to the process. These will be followed by Phases 4-6 which look to increase the capability of the system to automate more complex processes and increase reporting capabilities.

Phase 1 has been approved by PROD and is awaiting prioritisation. Project proposals for subsequent phases will be submitted to PROD in due course.

## *Benefits expected*

Benefit	For whom?	How & why?
Release of work capacity	MBA Programme Teams	<ol style="list-style-type: none"> <li>1. A more efficient process will better enable the MBA to grow its portfolio within existing resource levels.</li> </ol>
Simpler process	MBA Programme Teams & MBA Finance	<ol style="list-style-type: none"> <li>1. Significant reduction of manual interventions in processing module registrations e.g. through automatically updating MIS at key points.</li> <li>2. Improved data quality and reporting capabilities facilitating monitoring and decision making steps in the process.</li> <li>3. Simpler processes for invoicing students for accommodation for attendance at five-day modules.</li> <li>4. Streamlined processes for handling student registration for examinations and deferring modules.</li> </ol>
Better customer service	MBA students	<ol style="list-style-type: none"> <li>1. Enhanced online information and interactive tools to support students in making their module choices.</li> <li>2. Students able to manage their personalised study programme.</li> <li>3. Reduced time taken for programme teams to confirm individual student study programmes.</li> </ol>
Cost savings	MBA	<ol style="list-style-type: none"> <li>1. Aim to reduce Warwick Conference cancellation charges by enhancing and improving the quality of data available to inform conference bookings.</li> <li>2. Introduction of automated communications with students at key points leading to a reduction in unnecessary pack publication and postage.</li> </ol>
Other		

## *Resource estimates*

Resource	How much?	Why?
Champion & implementation team	n/a	
Additional Budget	n/a	
Applications development	ISSU development time (to be assessed by ISSU for each project phase)	
Other professional development	n/a	
Space	n/a	
Equipment	n/a	
Other	n/a	

## Success criteria

Measure	Target	Progress	Comment
Enhanced module information and interactive tools online available to aid students in making module choices	Mid 2009-10		Phase 1
Student accommodation/meal information being collected and stored on MIS at a module level (for five-day modules)	Mid 2009-10		Phase 2
Approved student module choices automatically updating module records in MIS	End 2009-10		Phase 2
Reduction of Warwick Conferences cancellation charges to <£5000	2010-11		Dependent on a timely completion of Phase 2
Reduction of programme team time taken to process the elective choices for a MBA student to an average of 5 minutes	2010-11		

## Implementation plan

Action	When?	Progress	Owner
Phase 1	asap (pending PROD prioritisation)		Ailsa Chambers
Phase 2	Spring 2010		Ailsa Chambers
Phases 3-6 to be scheduled once development has commenced on phases 1-2			

## Implementation team members

Name	Team	Initials
Ailsa Chambers	MBA	AC
Lorna Slack	MBA	LS
tbc	ISSU	
Various team members (as required by different project phase requirements)	MBA	



***At project completion***

Project team statement

OESG Comments and Conclusion

***Report sign-off***

Improvement champion

date

OESG chair

date