A&F
Business Operations Division

Continuous Process Improvement
QUALITY ASSURANCE PROCESS IMPROVEMENT PROGRAM

Methodology
- Incremental Change
- Process Mapping
- Written Procedure
- Communicate the Value

Team
- Process Improvement
- Advisory Team

A&F Initiatives
- Business Operations’ Role in the Pipeline

Execution
- 6 Projects Completed
- 15 In Progress
Our Motto is: Focus, Simplify and Execute!

How can we improve the environment here at SF State to better support our students, faculty, and staff?

How can we optimize the University’s resources by saving time and money?

What can we do to best manage our risk, compliance, policies and procedures?
METHODOLOGY | Our Goal is: Continuous Incremental Improvement and Respect for Stakeholders

Benefits of the Lean Methodology:

- **Reduces** Costs
- **Eliminates** Waste
- **Increases** Service Capacity
- **Improves** Quality
- **Creates** a Culture of Continuous Improvement
The Process Improvement Advisory Team (PIAT) is comprised of Business Managers and Administrative Professionals from:

- Administration & Finance
- Academic Affairs
- Student Advancement & Enrollment Management
- College of Business
- Graduate College of Education
- College of Ethnic Studies
- College of Health & Social Sciences
- College of Liberal & Creative Arts
- College of Science & Engineering
- Division of Graduate Studies
- Library
- University Corporation

The team is facilitated by A&F Business Operations Division.
The Process Improvement Advisory Team (PIAT) consists of approximately 30 regular attendees.

- Meets once every two weeks
- Has held 20 meetings since it began in July 2016
- Focuses on improving and streamlining our existing processes
- Removes administrative barriers and supports the campus community

“I just wanted to let you know that this is the first time in my 20 years, that we have been able to help foster “change” and be involved in a change process. This is very helpful to the people that do the day-to-day operations. Keep up the great work and moving forward to make change happen!”

- Submitted by a member of the Process Improvement Advisory Team
## Monthly Process Improvement Estimated Efficiency Savings

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Project 1: Procurement Training Modules</td>
<td>200</td>
<td>400</td>
<td>600</td>
<td>800</td>
<td>1,000</td>
<td>1,200</td>
<td>1,400</td>
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<tr>
<td>Project 2: Revise Honorarium Payment Request</td>
<td>0</td>
<td>40</td>
<td>80</td>
<td>120</td>
<td>160</td>
<td>200</td>
<td>240</td>
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<tr>
<td>Project 3: Develop Direct Payment Request training materials</td>
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<td>0</td>
<td>60</td>
<td>120</td>
<td>180</td>
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<td>300</td>
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<tr>
<td>Project 4: Streamline Direct Pay Request process</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>120</td>
<td>240</td>
<td>360</td>
<td>480</td>
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<td>Project 5: Streamline Employee Reimbursement Request process</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>40</td>
<td>80</td>
<td>120</td>
<td>160</td>
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<tr>
<td>Project 6: Revise SFSU Campus Specific Travel Policy</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>31</td>
<td>63</td>
<td>94</td>
<td>125</td>
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<tr>
<td><strong>Total Savings by Hours</strong></td>
<td>200</td>
<td>440</td>
<td>740</td>
<td>1,231</td>
<td>1,723</td>
<td>2,214</td>
<td>2,705*</td>
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</table>

*This is equivalent to ~$238,069.

**Note:** Efficiency is defined as the time made available for higher value tasks such as student focused services.
<table>
<thead>
<tr>
<th>#</th>
<th>PROJECT</th>
<th>START DATE</th>
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<tbody>
<tr>
<td>1</td>
<td>Amazon Business Partnership</td>
<td>November 2016</td>
</tr>
<tr>
<td>2</td>
<td>Delegation of Authority Paperless Workflow Implementation</td>
<td>October 2016</td>
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<tr>
<td>3</td>
<td>Digital Signature Initiative</td>
<td>September 2016</td>
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<tr>
<td>4</td>
<td>Furniture Spend Analysis</td>
<td>March 2017</td>
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<tr>
<td>5</td>
<td>IT Hardware Spend Analysis</td>
<td>March 2017</td>
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<tr>
<td>6</td>
<td>IT Software Spend Analysis</td>
<td>March 2017</td>
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<tr>
<td>7</td>
<td>Laboratory Safety and Chemical Inventory</td>
<td>January 2017</td>
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<tr>
<td>8</td>
<td>Office Supplies Spend Analysis</td>
<td>March 2017</td>
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<td>9</td>
<td>Package Tracking Software Implementation</td>
<td>April 2017</td>
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<tr>
<td>10</td>
<td>Postage and Shipping Spend Analysis</td>
<td>March 2017</td>
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<td>11</td>
<td>Public Auction (i.e. Digital Swap Shop)</td>
<td>April 2017</td>
</tr>
<tr>
<td>12</td>
<td>Purchase Orders with Pre-payment Process</td>
<td>February 2017</td>
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<tr>
<td>13</td>
<td>Requisition Process</td>
<td>March 2017</td>
</tr>
<tr>
<td>14</td>
<td>Special Consultant &amp; Independent Contractor Practice Directives and Procedures Revision</td>
<td>February 2017</td>
</tr>
<tr>
<td>15</td>
<td>Travel Reimbursement Paperless Workflow Implementation</td>
<td>November 2016</td>
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</tbody>
</table>
**BUSINESS OPERATIONS** | Continuous Improvement Projects within Bold Steps

**FIVE BOLD STEPS 2017**

**Business Ops.**

**SUPPORTS**
- Recent Successes: Quick wins
- High Skilled Talent
- Technology - Apps, LMS, etc.
- Campus-wide Teams - ARC, PIM, LC
- Leadership

**VALUES**
- Accountability
- Development
- Efficiency
- Innovation
- Quality
- Safety
- Service

**CHALLENGES**
- Compacting Initiatives
- Unexpected Risk Events
- Task Overload
- Work Life Balance

**BOLD STEPS**

1. Transformation Procurement to Vendor Management
2. Consistent, Actionable, Transparent, Timely Reporting
3. Spend Analysis Program Savings, Quality, Efficiency
4. Process Improvement Advisory Team - DOA + H
5. Chemical Inventory
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