

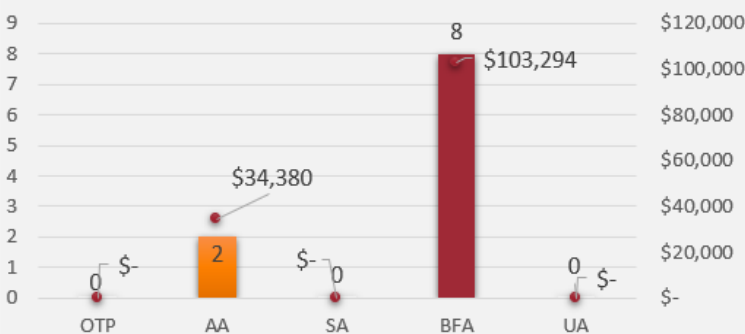
CSU CHANNEL ISLANDS PROCESS IMPROVEMENT ANNUAL REPORT

\$137,674 TOTAL EFFICIENCIES FY 2021-2022

The Organizational Effectiveness Program serves the University by leading, coordinating, and supporting process improvement projects throughout the campus. Currently, CSUCI has 49 trained Green Belt facilitators, making up about 10% of the current staff. In FY 2021-22 the Organizational Effectiveness (OE) Team completed three full Kaizens and documented five new processes for AA and BFA. Since FY 2018, the University has saved over \$2.3 million due to the application of the Lean Six Sigma methodology for continuous improvement.

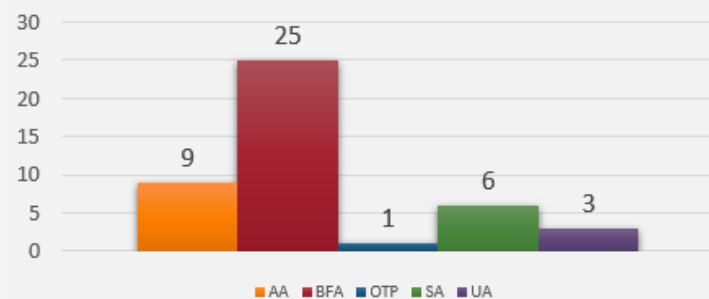
Improvements by Division

Total Savings: \$137,674



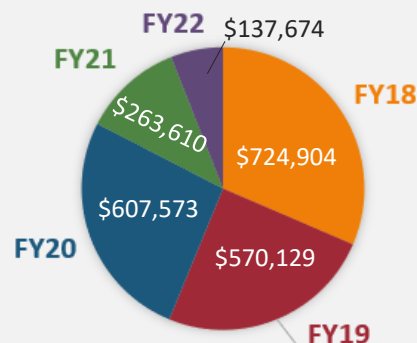
Green Belts by Division

Total: 49



Annual Savings FY18-FY22

\$2,303,890



NOTABLE PROJECTS

The following projects provide a sample of improvements the campus engaged in during the 2021-22 fiscal year.

Catalog Interface Update Automation (AA)

Academic Programs and Planning Integrated API to automatically update all program webpages with the most current curriculum information. This allows students, faculty and staff access to the most accurate curriculum information possible when making important decisions using the Catalog. *\$8,400 cost savings*

CHRS Recruiting/PageUp Job Card (BFA)

Human Resources with help from ITS implemented CHRS Recruiting/PageUp Job card that has built-in workflow routing that replaces a formerly manual paper process. This has drastically decreased the instances of missing data and speeds up the hiring process. *\$28,281 cost savings*

Enrollment Management Dashboard Automation (AA)

Data needed for daily enrollment reports was set up to auto-refresh and daily send a summary to the departments instead of scouring the databases to collect the data. *\$25,980 cost savings*

New Driver Certification Process (BFA)

The Risk team consolidated three different submission and routing avenues departments can certify a new cart driver into one input. By using AdobeSign as a workflow, this allowed a substantial decrease in errors and rework, saving the team a large amount of time. *\$36,252 cost savings*

Division Key:

AA - Academic Affairs

SA - Student Affairs

BFA - Business & Financial Affairs

UA - University Advancement

OTP - Office of the President

A "**Green Belt**" is a CSUCI employee who has been trained to facilitate process improvement teams using the Lean Six Sigma method.