

# Administrative Efficiencies Committee

## CSU Channel Islands

Administrative Efficiencies Committee Meeting  
February 22, 2018

# **Administrative Efficiencies Committee**

## *Meeting Agenda*

- I. Welcome
- II. Previous Business
- III. CSUCI's Lean Six Sigma Journey
- IV. Improving Customer Service
- V. Divisional Updates

# Administrative Efficiencies Committee

## *Welcome*

CI is committed to continuous improvement, and routinely reviews resource allocations to ensure maximum effectiveness and identify new opportunities to improve efficiency

## **Administrative Efficiencies Committee Charge**

*“To recommend operational improvement activities for administrative efficiencies in all areas of CI and its auxiliaries in order to facilitate administrative and student services that are cost effective, efficient, and strategically position the University for the future.”*

# Previous Business

## Quarterly Divisional Efficiency Reporting Form– Brian Lindgren

### Administrative Efficiencies Quarterly Report



Unit Name:							
Date Submitted:							
Contact and Extension:							
Strategic Goal	Event Name (as listed on Project Charter Starter)	Achievement Type	Description	Risk Mitigation	Reporting Period	Measurement	Dollars/ Capacity (FTE \$ and/or Hours)
		<div>Achievement Type</div> <div>Select an Achievement Type from the list.</div>					

### AE Divisional Quarterly Reporting Form - Information and Instructions



The Vice President for Business & Financial Affairs' Office is requesting a brief summary of campus Divisional efficiencies. Please Provide information related to what your unit(s) are doing to maximize efficiencies related to optimizing resources. **Updates DUE: Nov. 15; Feb. 15; May 15; Aug. 15**

#### Definitions:

**Strategic Goal:** The Strategic goal/objective to which the efficiency is aligned. Select from dropdown box.

**Event Name:** Taken from the "Project Charter Starter" document.

**Achievement Type:** Reallocation of resources, process improvement, technology initiative, energy efficiency, cost avoidance.

**Description:** Taken from "Project Charter Starter" document.

**Reporting Period:** July-Sept.; Oct. - Dec.; Jan.-March; April - June

**Measurement:** This is the difference between the current state and the future (proposed) state.

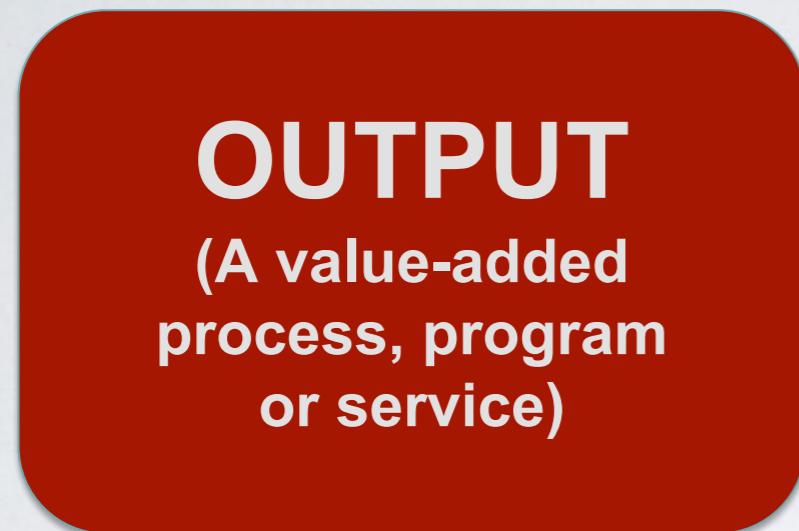
**Dollars/Capacity:** Avg. wage, incl. benefits = \$50; 2,080 FTE hours in one year.

**Example:** Saved 100 hrs per month = 1,200 hrs per year/2,080 = .58 FTE; 1,200hrs x \$50 = \$60k

**Risk Mitigation:** Identify the potential risk involved in this project. Select from the dropdown box.

# Strategic Risk Management (SRM) in Operational Efficiency

Katharine Hullinger, ARM  
Risk Manager  
2/2018



... is reliant on



... is reliant on



In Strategic Risk Management (SRM), *risk identification* considers several risk variables, including:

- **Operational Risk** (productivity, reliability, personnel behavior)
- **Loss/Hazard Risk** (property loss, physical safety, injuries)
- **Regulatory/Compliance Risk** (laws, policies, procedures)
- **Financial Risk** (unplanned losses or expenses)
- **Reputational Risk** (brand, customer satisfaction , donor viability)
- **Strategic Risk** (untapped opportunities, competition, capital availability)

*SRM* and *Operational Efficiency* have similar goals:

- Both utilize teams of subject matter experts to proactively identify risks and opportunities, rather than remain independently *reactive* or in reliance on someone else.
- Both improve the output (value) of processes and operations.
- Both endeavor to eliminate failure points.
- Both create a *High Reliability Organization*.

# What is a High Reliability Organization??

An organization where:

- Value is optimized
- Operations are reliable and predictable
- Adverse events are very rare
- Expectations are very well defined
- Business units take ownership of their risks and risk mitigation decisions
- Risk management is an inherent component of Operational Efficiency

## Efficiency through SRM

How are Risk and Efficiency *quantified* and *qualified*?

By evaluating solutions on *quantifiable* data when possible:

- Process time – LEAN?
- Accuracy – Six Sigma?
- Output or procedure success – is value added?
- Behavior reliability - is adherence comfortable?
- Cost savings or appropriate resource allocation achieved?
- ***Rate of failure – is there risk previous not considered? Is a new mitigation strategy needed?***

# CSUCI's Lean Six Sigma Journey

– Wendy Olson and Brian Lindgren

## Congratulations CSUCI Green Belts:

Christine Girardot , James Jagelewski , Renee Fuentes, Mary McDonnell, Angelika Esser, Sonja Howe, Stephanie Cruz, Andrew Lorenzana, Brian Lindgren, Jennifer Lindquist



# Communication Plan

– *Wendy Olson/ Brian Lindgren*

## Process and Communication Plan

1. Champion training
2. Introduction to all management and staff
4. Continuous training for facilitators
5. Kaizen training
6. Reporting out of process improvements

# Improving Customer Service

– *Pamela Abbott-Mouchou*

## Certify eTravel

1. A single service for booking and expense reporting
2. Travel policies integrated into the booking and expense reporting process to ensure compliance
3. Booking information automatically assigned to an expense report
4. The ability to create, approve, and process expense reports electronically
5. A mobile app for creating and submitting expense reports
6. The ability to scan receipts with the app and have expense data automatically detected and populated into a user's expense report

# Divisional Updates

## - *Divisional Representatives*

- **Business and Financial Affairs**
  - *Brian Lindgren, OE Specialist and Trainer*
- **Office of the President**
  - *Mary McDonnell, Support Analyst to the Chief of Staff*
- **Student Affairs**
  - *Courtney Ellis, Staff Resources Specialist*
- **University Advancement**
  - *Nikki Chairez, Executive Assistant to the Vice President*
- **Technology and Innovation**
  - *Tara Hughes, Solution Center Coordinator*
- **Academic Affairs**
  - *Molly Oberst, Acting Director, Academic Financial Services*