MERIDIAN

Information pathways for everyday operations

COLORADOSCHOOLOFMINES

What is Meridian?

Meridian is the ***improvement*** of processes

- Re-engineering business processes
- Implementing technology to support electronic processes & document management
- Managing this change across campus
- Creating a cohesive services model to best meet delivery of business processes

Meridian Results

Meridian is the ***improvement*** of processes

- Better student, faculty & staff experience
- Efficient administrative processes
- Accurate & timely data for meaningful decisions
- A fresh look at how we do our jobs

Business Process Vision

Mines of Today

- Paper-based forms
- Poor data accuracy caused by missing or incorrect data/signatures
- Questionable timeliness & veracity of form delivery
- Few posted instructions for processes
- Little to no notification on progress
- Staff that have diverse duties ('jack of all trades')

Mines using Meridian

- Re-engineered processes with stakeholder involvement
- Reduced waste
- Added value
- Improved routing & transit times
- Increased accuracy
- Improved transparency & communication
- Campus environment dedicated to improving the student experience
- Staff with deeper expertise in operational functions

Why Should I Care?

Improved Services

Engaged Campus

Value-Added Culture

- Students
  - Electronic approvals
  - Real-time transaction status
- Faculty and Staff
  - Ownership of streamlined processes
  - Minimize process redundancies
  - Data quality improvement
- All of Us
  - Ability to design, improve, and implement business processes
  - Efficient document management and retention
  - Ability to respond to change and new initiatives

What is the Technology?

An integrated Enterprise Content Management solution

- Electronic Data Capture
  - Context aware
- Workflow
  - Routing & approvals
- Document Management
  - Includes retention rules

Re-engineering Exercise

- Goal: maximize output of product
- Play:
  - Table facilitator demos each station in the process
  - Play: 1 minute to produce product using process
  - Re-engineer: 1 minute to redo process with anything in room
  - Repeat 2 times to see which round is best; then bonus round
  - Listen to the bell to know when to start/stop play & perform re-engineering

Products Counts (similar experience?)

- Round 1: 4-8 (often more than round 2)
- Round 2: 4-8 (often less than round 1)
- Round 3: greater than round 2? Less than round 2?
- Round 4: 12 or greater (often the most)

Discussion Questions

- What was happening during your round with the lowest product count?
- Why did Round 4 have the highest product count?
- What changes did you make during re-engineering and why?
- Did you think about waste, task order, timing during re-engineering? If so, how?

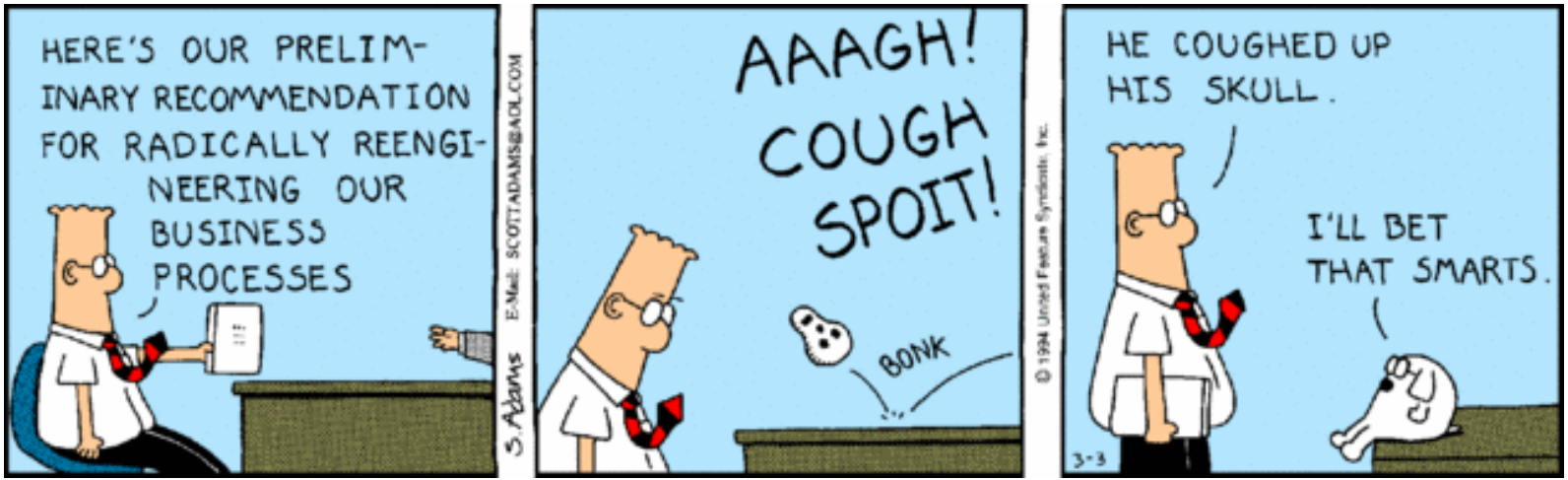
Exercise Results – Did you experience…

- Play 2 tended to be the worst, later play better
- Consolidation of jobs (touch points)
- Creation of new jobs (distribution)
- Become an expert at your job
- Learn more about the entire process
- Remove unnecessary steps
- Timing/order of events change (e.g. move quality control)
- Use different resources than you started with

Re-engineering Questions

- Why am I doing this?
- Does this need to be done?
- How do I improve this?

Understand and Accept Change



Cohesive Service Models

- Re-engineering a process could result in implementing cohesive service models
  - Processing Service Center
  - Knowledge Service Center

Types of Cohesive Services Model

Processing Service Centers

- Focus on consistency, efficiency & quality of service
- Example: Processing travel forms

Knowledge Service Centers

- Focus on in-depth expertise of service
- Example: Trefny Innovative Instruction Center

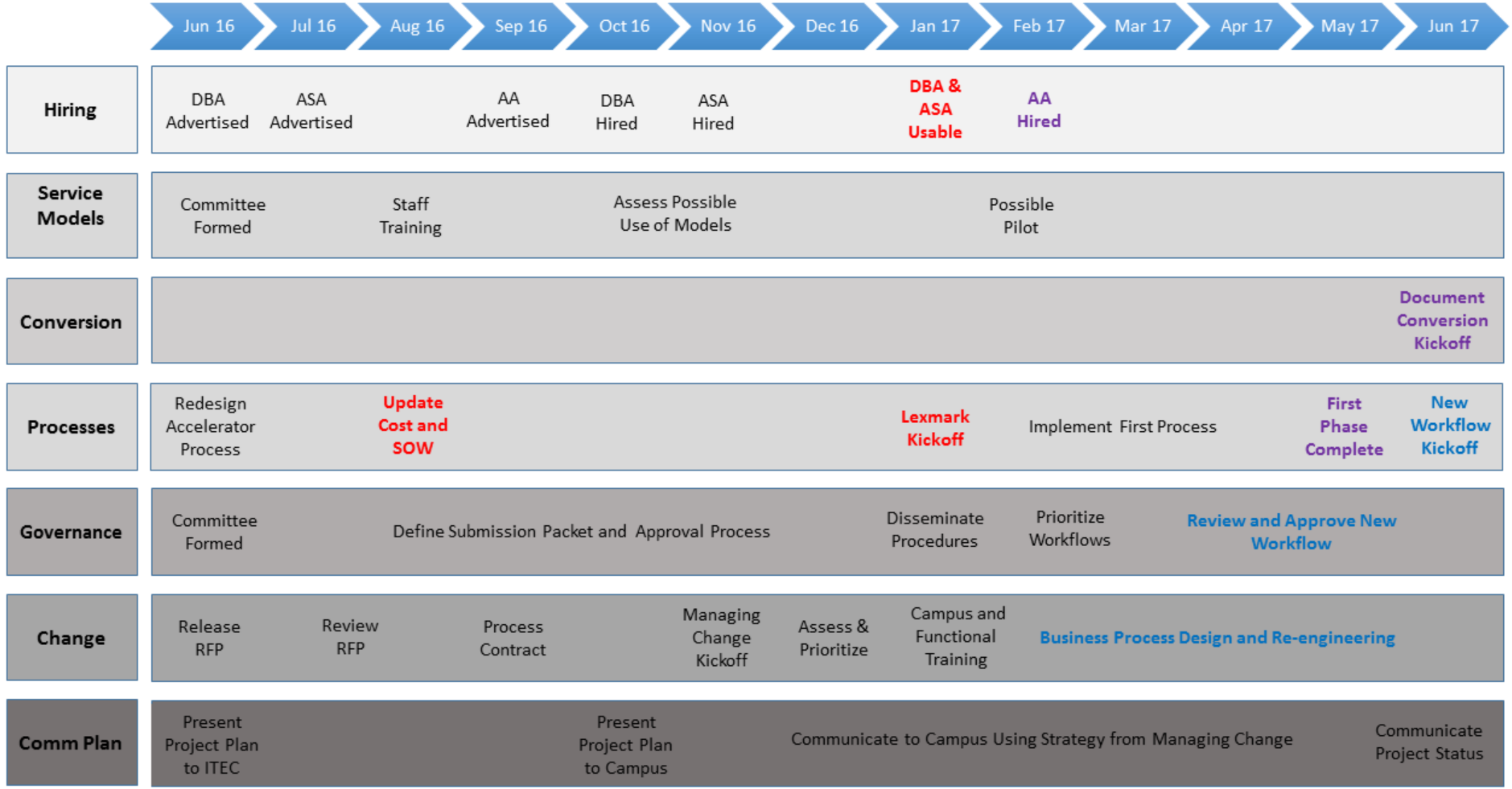
Benefits of Meridian

- Economic – higher productivity, economies of scale achieved
- Strategic – understands & meets increased demand
- Quality – reduces errors, improves decision making
- Speed – lowers cycle times, develops expertise & innovation

Next Steps

- Assess & prioritize processes
- Implement technology
- Training
- Re-engineer
- Assess where & what cohesive service models to use

Project Meridian: Re-engineering Operational Processes & Exploring Cohesive Service Models (Preliminary)



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Information Pathways for Everyday Operations

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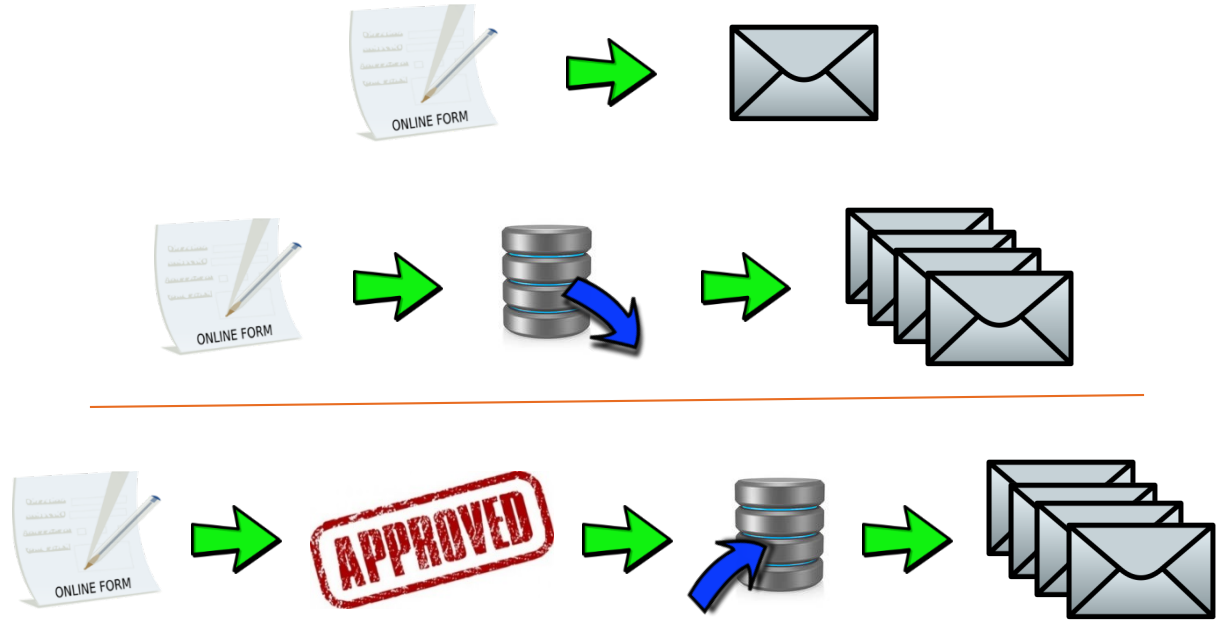
Types of Process/Work Flows



Cohesive Services Model

- Business model leveraging organizational groups or individuals to provide services resulting in higher quality service with agreed upon customer-service levels

- Drives economies of scale by utilizing staff keenly skilled in the service area resulting in streamlined operational processes