

# College of Veterinary Medicine Process Improvement Initiative (UIUC)

## Business Case

In May 2012, the College of Veterinary Medicine (CVM) established the CVM Process Improvement Initiative to address performance concerns highlighted during strategic planning working sessions and transform the culture at the college to one that is more empowered and engaged. Partnering with the Business Process Improvement (BPI) Shared Service, college administration wanted to not only create a sustainable initiative, but also one that could be shared and employed at other colleges within the University of Illinois system. Given budget constraints, it was expected that the initiative would be led by current staff on a volunteer basis and would employ volunteer facilitators to lead internal process improvement projects. BPI Shared Service resources would assist the College with establishing a governing body and related procedures, training staff, and defining the approach that would be used to manage process improvement projects.



## Key Accomplishments

1. Established the CVM Process Improvement Steering Committee, representing key areas of the College and Veterinary Teaching Hospital and approved by the Dean's Advisory Council, Departments Heads and Service Unit Leaders of the College.
2. Developed and delivered high-level training on process improvement concepts and techniques to 40 CVM employees.
3. Designed support procedures for soliciting project ideas and prioritizing work.
4. Established a project methodology to be employed by CMV facilitators.
5. Trained and mentored CVM facilitators.
6. Completed 5 projects addressing the following processes and resulting in 36 recommendations for improvement:
  - Revenue Collection in the Veterinary Teaching Hospital
  - Inventory Costing in the Veterinary Teaching Hospital
  - Accessioning (i.e., receiving) in the Veterinary Diagnostic Laboratory
  - Cross-College Coordination of Seminars and Events
  - New Hire and Exiting Employee Communication and Tracking