

What's Happening Now - March 2013

The Business Process Improvement (BPI) Shared Service provides support for initiatives focused on increasing the efficiency and effectiveness of University operations. Support is provided through a pool of resources available for facilitation of targeted BPI engagements, a methodology and tool set for executing BPI engagements, and training on the concepts and techniques of process improvement initiatives. Using this support, units can tackle a variety of operational goals, such as:

- Increasing customer service levels
- Reducing costs
- Reducing time required to deliver a product or service
- Reducing errors or rework

Since 2011, the BPI Shared Service has initiated over 21 process improvement or analysis projects that target a variety of administrative processes. Processes have included the Human Resources Appointment processes at the department, college and campus levels, the process for allocating space to researchers, and processes supporting IT Help Desk operations. At the College of Veterinary Medicine in Urbana, the BPI Shared Service helped establish the College's process improvement and steering committee structure. For additional information on BPI Shared Service projects, visit the [BPI Initiatives & Engagements](#) page.

In an effort to support process improvement competency and initiatives at the University, the BPI Shared Service has trained over 200 employees on the concepts, techniques and tools of process improvement. A number of training courses are available across the University. For more information, visit the [BPI Training](#) page.