

What's Happening Now –February 2014

In December 2013, the College of Veterinary Medicine in Urbana and the Business Process Improvement (BPI) Shared Service completed an 18-month initiative to create the first sustainable college-based process improvement program at the University of Illinois. Through this program, the College plans to achieve strategic improvements in work processes, financial performance and staff engagement.

The initiative included mentoring project facilitators, training 40 employees at the College of Veterinary Medicine, defining a project methodology and establishing a governance body and support procedures. The College of Veterinary Medicine Process Improvement Steering Committee, which meets biweekly, sets the overall direction of the program by generating and prioritizing project ideas and acting as a liaison to the rest of the organization. Projects addressing the following processes were completed:

- 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

Currently, the College's process improvement program is engaged in a project to increase the efficiency in the Hourly Timecard Review Process. The BPI Shared Service maintains an ongoing partnership with the program via participating as an ex-officio member of the Steering Committee.

For additional information on the initiative, contact Lisa Shipp at lshipp@illinois.edu or Marc Carlton at marcc@uillinois.edu. For more information on the BPI Shared Service, visit the [BPI Shared Service website](#).