

A Continuous Improvement Journey

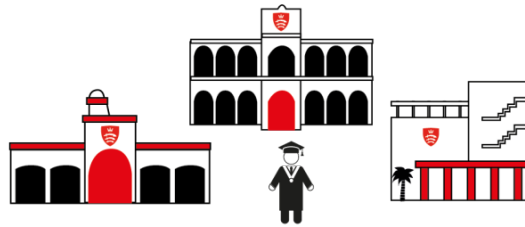
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Middlesex University

Hendon, North West London:



**International campuses
in Dubai, Mauritius
and Malta**



**37,415 students
worldwide**



Our student body

- » Our student body in Hendon is made up of 145 nationalities
- » Like the community around us, Middlesex students are diverse, with almost a third coming from overseas and the majority of remaining students from across London.
- » Almost all of our students come from state schools, 85% of our cohort falls into one of the widening participation categories and over 60% are from black and minority ethnic (BME) groups.

Our faculties

- » **Faculty of Arts and Creative Industries:** Incorporating subjects from design, media, performing arts and visual arts
- » **Faculty of Professional and Social Sciences:** Grouping together subjects from the Business School, School of Law and School of Health and Education.
- » **Faculty of Science and Technology:** Includes biomedical science, computer science, design engineering, telecommunications, mathematics and environmental science.

Vision, Mission, Values



Our Vision

The leading University for **transforming potential into success.**



Our Mission

Everyone at Middlesex will have the opportunities and tools to chart their path to success in a community where the experiences we create together are life-changing and our diversity is a strength and inspiration.



Our Values

- We put students first
- We collaborate, achieving more by working together
- We act fairly, with integrity, respect and purpose
- We shape the future, continuously improving on what has gone before

Our Values

**We put
students first**

**We collaborate,
achieving more by
working together**

**We act fairly, with
integrity, respect
and purpose**

**We shape the future,
continuously improving
on what has gone before**

**We innovate and create
new opportunities. we are
open-minded, adaptable
and continuously learn
how to improve things.**



Business Enhancement Team

The overall aim of BET is to support operational improvements, enhanced ways of working and to help embed a culture of continuous improvement across the University

Through:

- process redesign
- identifying opportunities for capacity creation
- a focus on performance, data analysis and evidenced based decisions
- cross functional problem solving
- continuous improvement tools to reduce silo working, improve working relationships and communication
- investment in skills transfer and coaching

“With you – not to you”

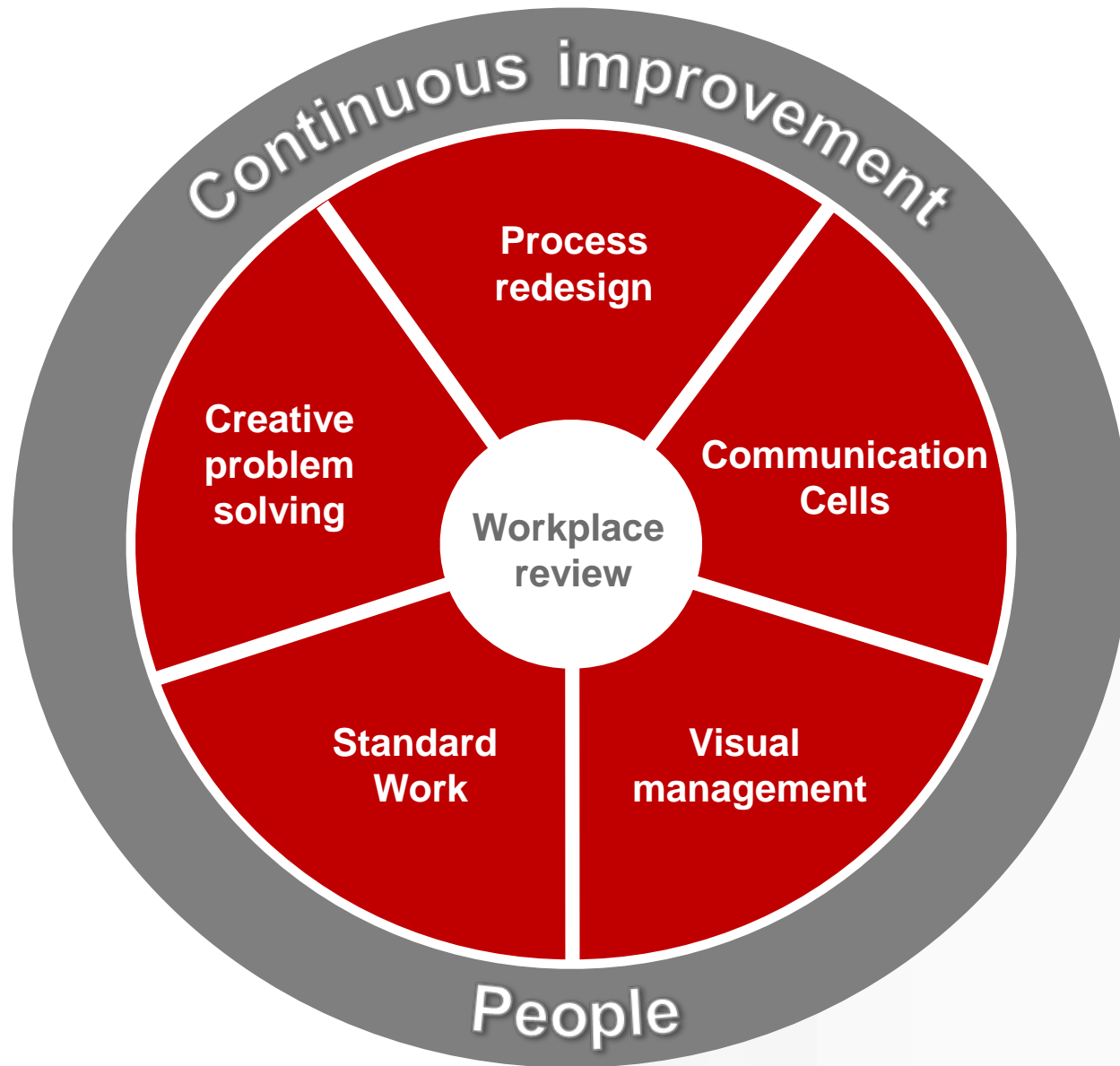


Our balanced scorecard

Student and
stakeholder
benefits

Staff
experience

Capacity
creation



EARLY LEARNING

- Managers are problem solvers
- Empower staff to identify improvements
- Skills development of our leaders
- Struggle to highlight successes
- Role modelling at all levels

EARLY DEVELOPMENT

- Leadership Development
- Training and skills transfer
- Student/academic involvement
- Embed in culture

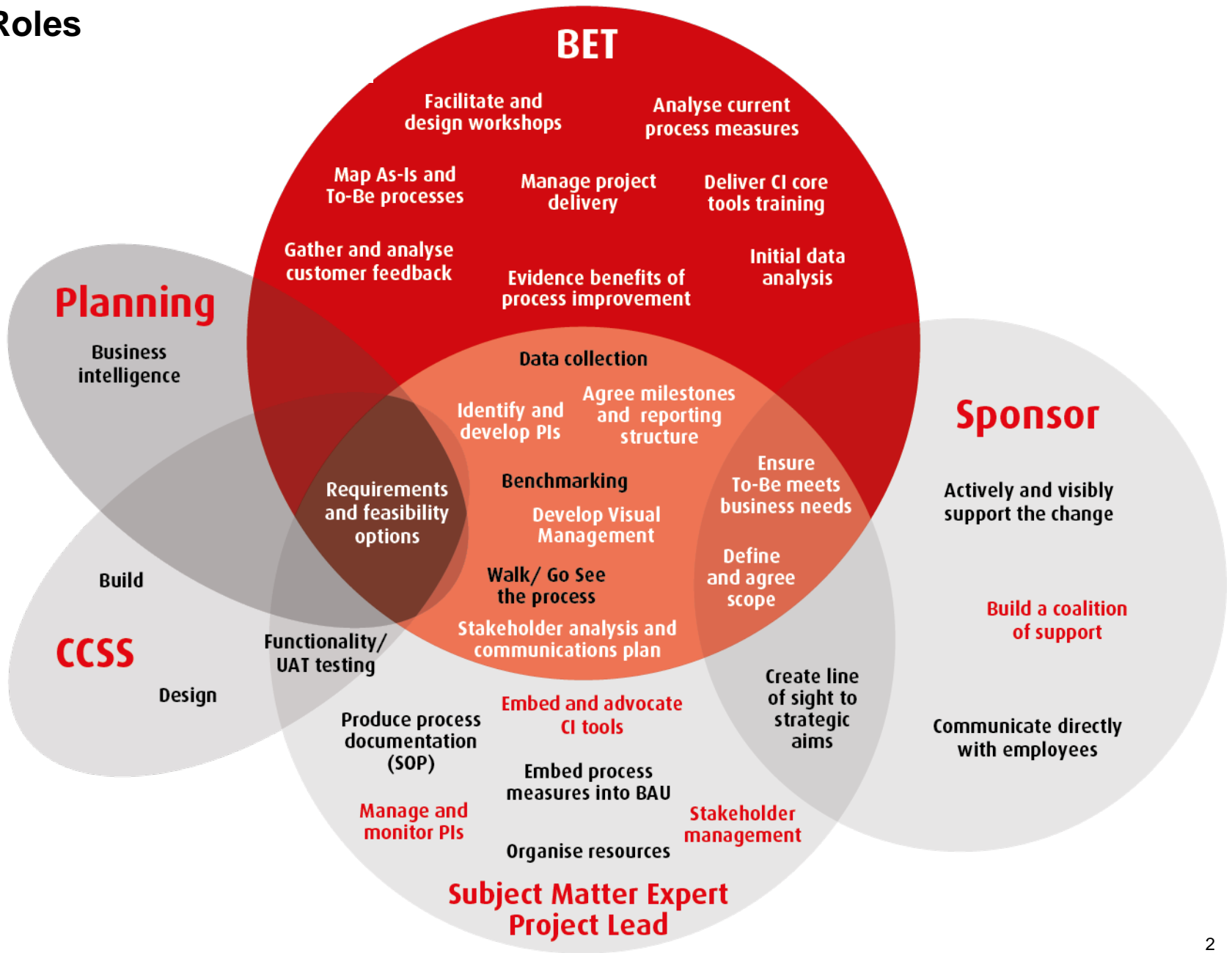
CURRENT LEARNING

- Effective project sponsorships
- Project selection and prioritisation
- Advocacy retention
- Strategic use of data
- Communication
- Sustainment

CURRENT DEVELOPMENT

- Maturity assessment framework
- Look at prioritisation models
- Lean Leaders and Practitioners training / Community of Practice
- Change Management with ADKAR
- BETeam development
- Flexible approach

Roles



Priorities:

- Cross institutional reviews driven by our Enabling Plans and implications from the People Programme
- Investment in skills transfer to ensure local ownership for improvements and capabilities

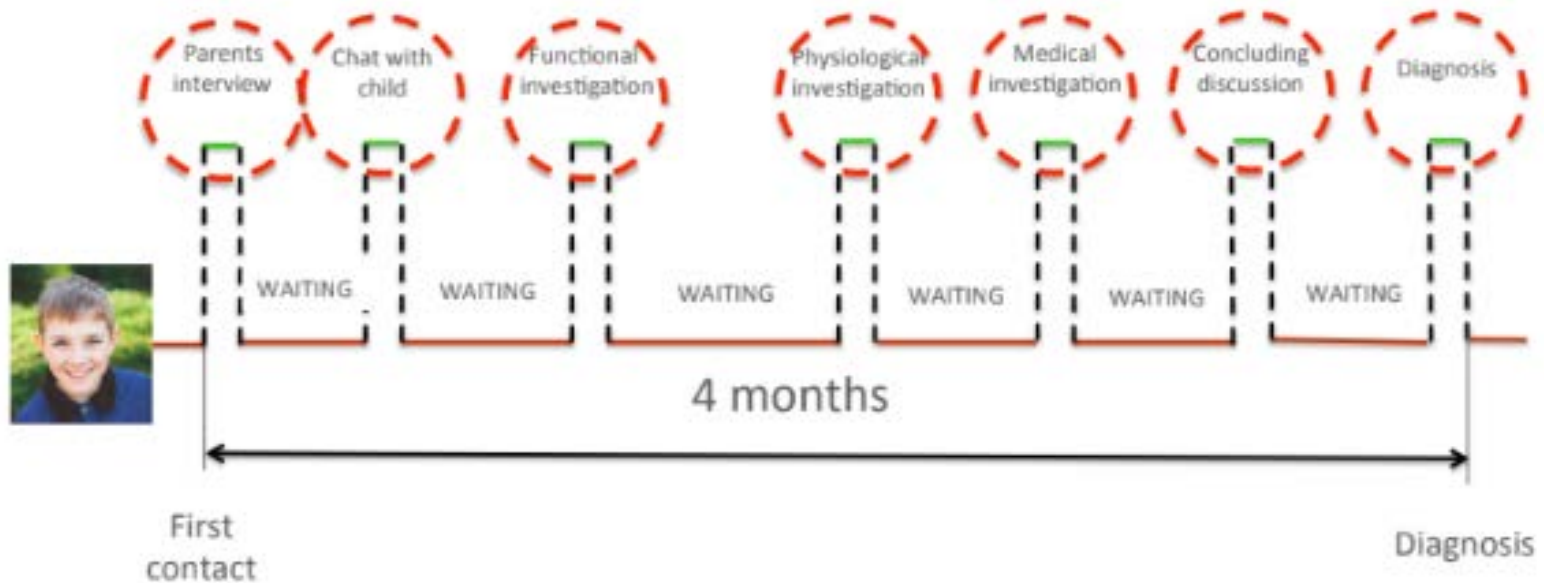
My Journey

Lean – My Learning at Tromso



Resource vs Flow Efficiency

ADHD investigation





Lean and PM – Key differences

- Desire for data on performance
- Measuring value and Impact
- Voice of the Customer
- Continuous Improvement/Cultural Shift

- Tangible outcomes at the beginning

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Investment in skills transfer:

- Community of Practice
 - Practitioner Development
 - Leadership Workshops
 - Secondments
-
- Business Intelligence/Planning

Current Projects

- Timetabling
- Partnerships
- IT Change Management
- Student Fees and Finance
- Procurement - ACI



Thought provoking