Introduction: UAF Process Improvement & Training (PIT) Crew

The PIT Crew: UAF institutionalized campus-wide process improvement (PI) efforts by creating the Office of Management and Budget (OMB) in 2012, which is the home of UAF PI. Fifteen staff members have gone through extensive training to become qualified process improvement facilitators (the PIT Crew). Since 2012, the PIT Crew has facilitated six major campus-wide initiatives and 15 shorter efficiency projects. In addition to core process improvement functions, PIT Crew facilitators also lead strategic initiatives, strategic planning, workshops, and mapping sessions to support UAF's mission.

UAF
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FAIRBANKS
Management
and Budget

Highlights from Major Initiatives

Grant Award Set-Up

- Campus-wide impact: $150k per year in cost avoidance or savings
- Average award set-up time reduced from 11 to 2 days
- Greater use of electronic workflows, routing, and document storage
- Researchers can now get to work and spend funds on a sponsored project more quickly

HR Pre-Recruitment

- Campus-wide impact: $160k per year in cost avoidance or savings
- Reduced time for direct appointments from 30 to 3 days, identified and established consistent routing and approvals for each VC level
- Moving to a new systemwide recruitment, performance, and training system
- Faster and more professional hiring puts UAF's best foot forward, increasing our ability to recruit the highest quality applicants

Procurement

- Campus-wide impact: Approx. $20-60k per year in cost avoidance or savings
- Increased transparency, training, and access for unit level and procurement staff, automated status updates throughout process
- Reducing manual university credit card administration
- Faster movement from request to purchase order allows UAF faculty, researchers, and staff to perform operations more efficiently

Travel

- Campus-wide impact: $40k per year in cost avoidance or savings
- Exploring new system for travel booking and expense management
- Streamlining travel card management and increasing flexibility to reduce out-of-pocket expense for UAF travelers
- Exploring more audit-focused review of UAF travel .37 567 C(g an)42parency, tran42(fo)5

Sponsored Award Set-up: GPS (Grant Process Solutions) Team

Situation

The GPS team set out to streamline the grant award setup process, reducing the time between notification of an award and when the researcher can start spending funds from upwards of 30-60 days to five working days. Specific problems included:

- Inadequate documentation, forms not intuitive
- Lack of standardized training and infrequency of training
- Pre-Award and Post-Award disconnect
- Insufficient time to complete review
- Lack of timely response, follow-up and transparency
- High potential for error/unclear resources
- Redundancy/duplication of work
- Difficulty in technology tools, inability to fix errors

Solution

The team's recommendations to its steering committee included:

- The integration of the Office of Sponsored Programs (OSP) and the Office of Grants and Contracts Administration (OGCA)
- An electronic respository for all proposal and award

Situation

The existing recruitment process was known to be overly complex and slow, hindering department action in a timely manner and leaving a poor impression on candidates for employment. The process has high impact and high visibility across campus.

The problems in the existing recruitment process included:

Cumbersome, inflexible processing unable to accommodate quick seasonal hires

Redundancy in workflows

Outdated software (UAKJobs) with inadequate document storage space slowing response time, and lack of reporting tools for vital statistics or equal opportunity demographics, contributing to increased institutional risk

Situation

The UAF community has been frustrated by the processing time for travel authorizations and reimbursements...