

OSRA Process Review Results

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March 16, 2015

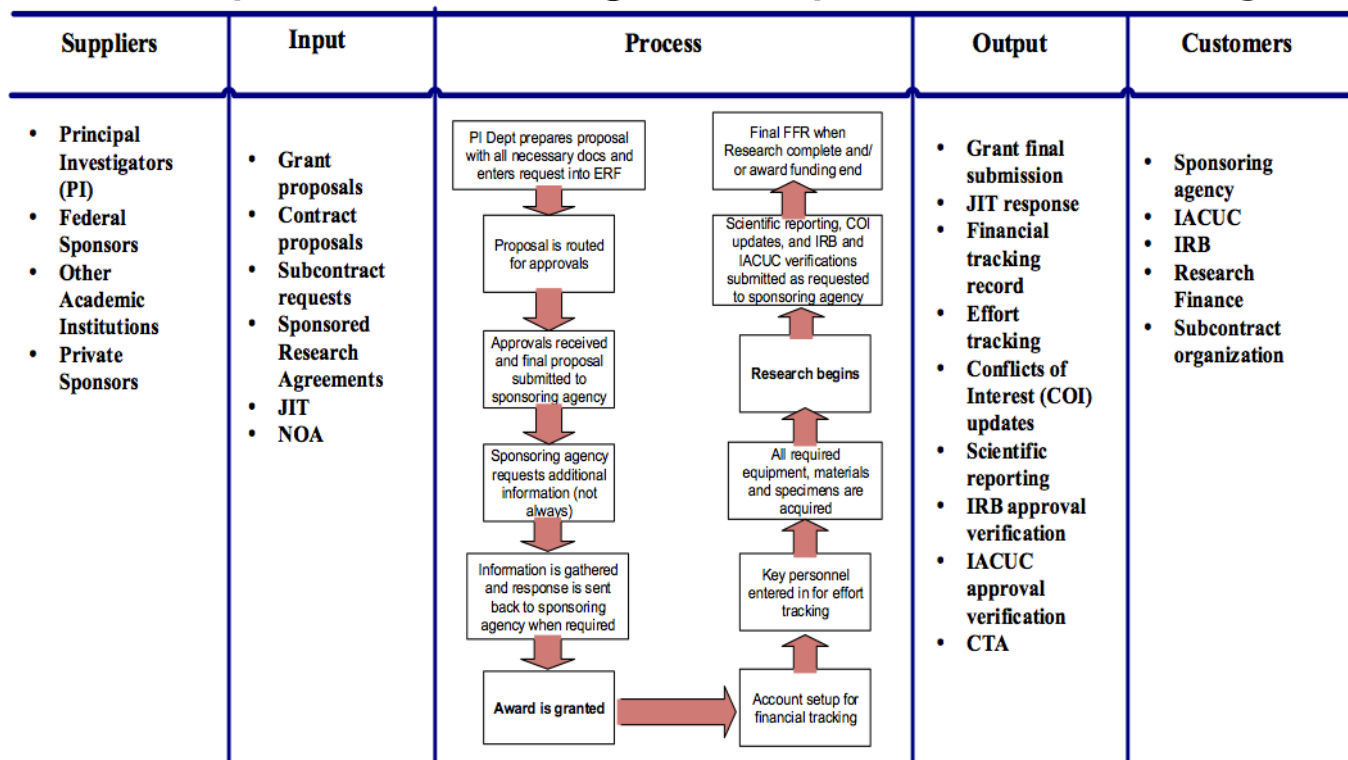


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Scope

A full-end-to-end look at all process within OSRA including all inputs, outputs and integration points *excluding* contracts



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Objectives

1. Identify periods of lag and redundancy
2. Determine quality and control gaps
3. Validate staff responsibilities and team alignment

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Methodology

1. **Define:** goals and success criteria.
2. **Measure:** interviews, current state process mapping, data gathering, and process time calculation.
3. **Analyze:** reviewing the results of data gathering, root cause analysis, and identifying the redundancies and non-value added tasks.
4. **Innovate:** developing the ideas to resolve the problem areas including a future state process map.
5. **Implement:** setup of control measures, and the creation of the implementation plan.
6. **Control:** continually meeting identified quality measures.

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Team

- Danielle Gaibor, Business Process Solutions Office
- OSRA Staff
- Department Staff
- Principle Investigators
- Finance Staff (research finance, purchasing, p-card)
- Research Integrity Staff (IRB, COI, IACUC, IBC)
- JCTO Staff
- EHS Staff
- University Council
- CCTEC
- ITS

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Result Themes

- Need to shift from a “customer service” mindset to a team member mindset
- Need for new and updated SOPs
- Great opportunity to reduce steps
- Need for consistent education of all staff involved

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Summary of Recommendations

- OSRA Recommendations- **109 total**
 - Environment recommendations- **7 total**
 - People recommendations- **16 total**
 - Materials recommendations- **4 total**
 - Process recommendations- **26 total**
 - Technology recommendations- **56 total (30 ERF, 12 Coeus*, 14 SAP)**
- Quality & Control Recommendations- **14 total**
- Quick Hits- **2 total**
- Academic Departments Recommendations- **4 total**

* Coeus changes are not being recommended for implementation; documented for inclusion in InfoEd

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Next Steps

Administrative simplification will occur across the OSRA processes resulting in soft and hard savings for the Academic Departments, OSRA and Finance:

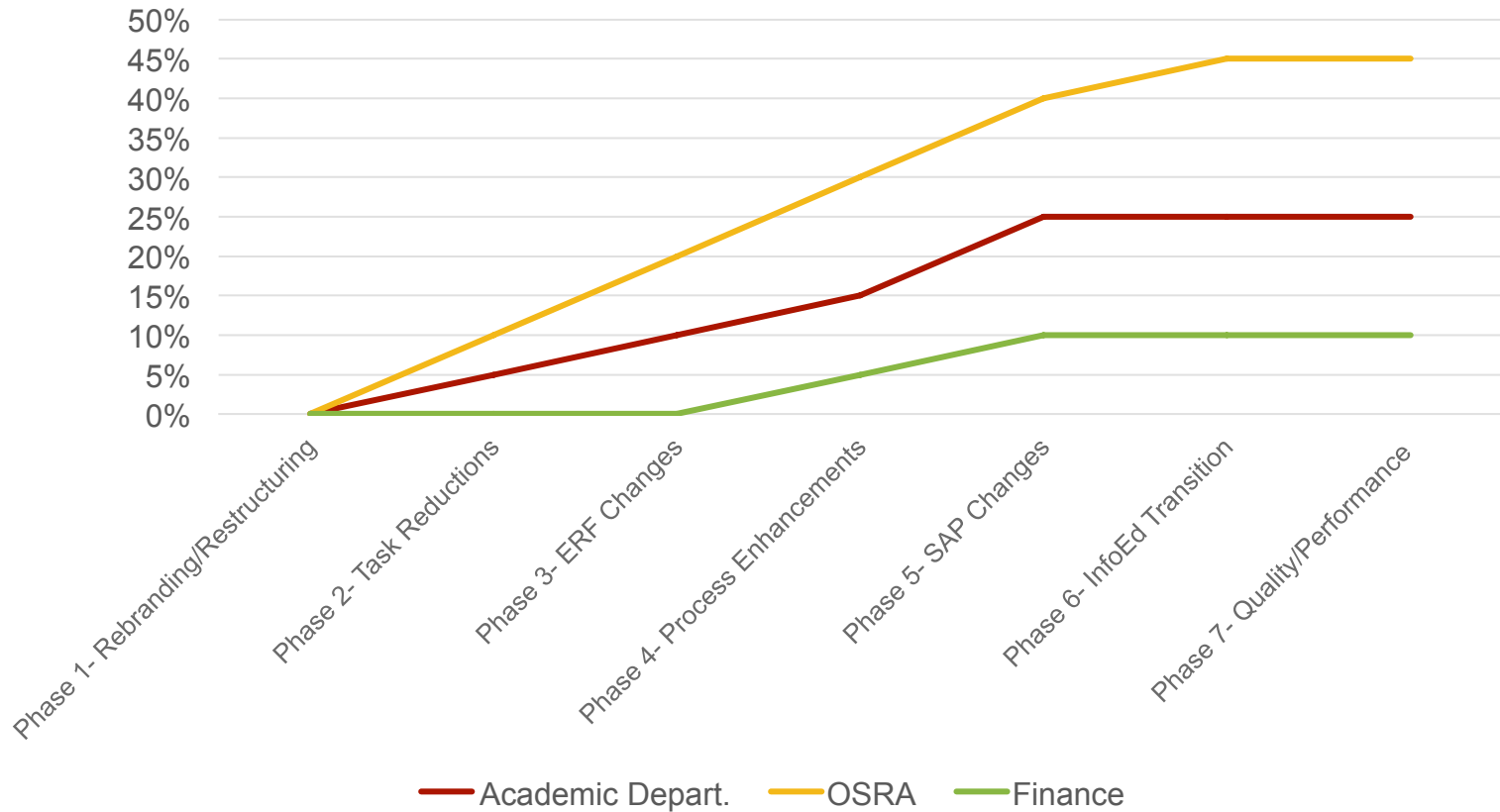
- 4 processes will be realigned into appropriate departments
- 41 process steps will be removed
- 43 procedures will be altered
- 6 forms will be eliminated
- 10 listservs will be consolidated
- Major 30 SOPs will be developed
- Duplicative document storage will be eliminated

Effort savings will be realized using a phased implementation approach.

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Effort Savings by Implementation Phase



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