Information pathways for everyday operations
What is Meridian?

- Re-engineering business processes
- Implementing technology to support electronic processes & document management
- Managing this change across campus
- Creating a cohesive services model to best meet delivery of business processes
Meridian Results

- Better student, faculty & staff experience
- Efficient administrative processes
- Accurate & timely data for meaningful decisions
- A fresh look at how we do our jobs
Business Process Vision

**Mines of Today**
- Paper-based forms
- Poor data accuracy caused by missing or incorrect data/signatures
- Questionable timeliness & veracity of form delivery
- Few posted instructions for processes
- Little to no notification on progress
- Staff that have diverse duties (‘jack of all trades’)

**Mines using Meridian**
- Re-engineered processes with stakeholder involvement
- Reduced waste
- Added value
- Improved routing & transit times
- Increased accuracy
- Improved transparency & communication
- Campus environment dedicated to improving the student experience
- Staff with deeper expertise in operational functions
Why Should I Care?

- **Students**
  - Electronic approvals
  - Real-time transaction status

- **Faculty and Staff**
  - Ownership of streamlined processes
  - Minimize process redundancies
  - Data quality improvement

- **All of Us**
  - Ability to design, improve, and implement business processes
  - Efficient document management and retention
  - Ability to respond to change and new initiatives
What is the Technology?

- Electronic Data Capture
  - Context aware

- Workflow
  - Routing & approvals

- Document Management
  - Includes retention rules
Re-engineering Exercise

- **Goal:** maximize output of product
- **Play:**
  - Table facilitator demos each station in the process
  - **Play:** 1 minute to produce product using process
  - **Re-engineer:** 1 minute to redo process with anything in room
  - Repeat 2 times to see which round is best; then bonus round
  - Listen to the bell to know when to start/stop play & perform re-engineering
Products Counts (similar experience?)

- Round 1: 4-8 (often more than round 2)
- Round 2: 4-8 (often less than round 1)
- Round 3: greater than round 2? Less than round 2?
- Round 4: 12 or greater (often the most)
Discussion Questions

- What was happening during your round with the lowest product count?
- Why did Round 4 have the highest product count?
- What changes did you make during re-engineering and why?
- Did you think about waste, task order, timing during re-engineering? If so, how?
Exercise Results – Did you experience…

- Play 2 tended to be the worst, later play better
- Consolidation of jobs (touch points)
- Creation of new jobs (distribution)
- Become an expert at your job
- Learn more about the entire process
- Remove unnecessary steps
- Timing/order of events change (e.g. move quality control)
- Use different resources than you started with
Re-engineering Questions

- Why am I doing this?
- Does this need to be done?
- How do I improve this?
Understand and Accept Change
Cohesive Service Models

- Re-engineering a process could result in implementing cohesive service models
  - Processing Service Center
  - Knowledge Service Center
Types of Cohesive Services Model

<table>
<thead>
<tr>
<th>Processing Service Centers</th>
<th>Knowledge Service Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Focus on consistency, efficiency &amp; quality of service</td>
<td>□ Focus on in-depth expertise of service</td>
</tr>
<tr>
<td>□ <strong>Example:</strong> Processing travel forms</td>
<td>□ <strong>Example:</strong> Trefny Innovative Instruction Center</td>
</tr>
</tbody>
</table>
Benefits of Meridian

- Economic – higher productivity, economies of scale achieved
- Strategic – understands & meets increased demand
- Quality – reduces errors, improves decision making
- Speed – lowers cycle times, develops expertise & innovation
Next Steps

- Assess & prioritize processes
- Implement technology
- Training
- Re-engineer
- Assess where & what cohesive service models to use
Meridian

Information Pathways for Everyday Operations

Dave Lee – CCIT
Vicki Nichol – A&O
Jill Robertson – Financial Aid
Dahl Grayckowski – Registrar

Katy Ginger – A&O
Brenda Chergo – CECS
Corey Wahl – Registrar
Clayton Durkee – CCIT

Email: meridian@mines.edu
URL: http://inside.mines.edu/Meridian-Home