



## Improving Experiences with New Processes and Software

### The Challenge

A large university's strategic plan called for drastically improving student experiences and lowering administrative costs by re-designing its core processes and the technology to support them.

### Schmalensee Partners' Approach

Martin Stankard, an SP Partner . . .

1. Worked with the CIO and a small, high-level project team
2. Provided process improvement training to the team and the university's top officials and key staff that helped them set priorities for improving student service, provided a common language, build skills in process-re-engineering, and provided a template for organizing project teams
3. Coached the team as it began the multi-year and twenty million dollar project

### Results

- The project achieved all of its objectives on time and at lower cost than budgeted
- Nearly all team members earned major promotions – with one even becoming assistant provost

