UNIVERSITY OF WISCONSIN
WHITEWATER

Process Improvement Advisory Team (PIAT) Introductory Meeting Agenda

1. Introductions
   a. Name, Department
   b. Why are you interested in PIAT?

2. Mechanics
   a. Schedule
   b. Expectations

3. Stop, Start, Continue Exercise Follow Up
   a. Organize ideas into categories/themes
   b. Review and determine projects of interest

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, May 9, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions. (Grace)

2. Previous Meeting Recap – Wednesday, April 17, 2019. (Alexandra)

    a. ***Introductions.***

    b. ***Mechanics – PIAT Schedule and Expectations.***
    PIAT will meet on a standing, biweekly (once every two weeks) basis. Attendance is flexible. Feel free to join us as you are able. The goal of PIAT is to accomplish incremental change through improving processes. These changes can include savings of time and money across a variety of areas. We will address these changes to align with policy, compliance and general best practices.

    c. ***Stop, Start, Continue Exercise Follow Up Top 3 Project Areas Results.***
    We collected all the Stop, Start, Continue Post-It Notes from our Open Forum, and asked attendees to organize these recommendations into categories/topics. Everyone selected their Top 5 categories/topics and we determined an overarching Top 3 project areas based off of their input. These Top 3 project areas were: Sustainability, Procurement, and Communication.

3. Introduction to Performance Indicators. (Grace)

4. New Items for Discussion. (Todd)

    a. ***Removal of Travel Authorizations for In State Travel.***

Contact the Quality Assurance Improvement Manager with any questions, concerns, and/or feedback via telephone at (262) 472-1772 or email at stokesa@uww.edu

5. Next Steps. (Alexandra)

    a. *Top 3 Project Areas Results.*

Category	Topic	Likes
Sustainability	Discontinue Styrofoam	1
	Make Campus Biker Friendly	1
	Consistent Trash and Recycling	2
	TMA Online	1
	Encourage Scanning Rather Than Printing	1
	Invest in Renewable Energy	1
Procurement	Simplify Contract Approval Process	2
	Implement Online Tracking System	3
	Stop Extra Purchasing Steps	2
Communications	Implementing a System that Delivers Daily Updates Across Campus	2
	Increase Recognition for Front-Line Workers	1
	Improve Transparency at All Levels of Leadership	3
	Implement Professional Development for Leadership	1

6. PIAT Project Work Form. (Grace)

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, May 23, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions. (Grace)

2. PIAT Project Work Form Continued. (Grace)

   a. Break into Three (3) Project Groups:
      Sustainability – Consistent Trash and Recycling.
      Procurement – Implement Online Tracking System.
      Communications – Improve Transparency at All Levels of Leadership.

3. Removal of Travel Authorizations. (Alexandra)

   b. Review Draft Practice Directive and Procedure.

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, June 6, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project Updates and Discussion.
   a. <u>Sustainability</u> – Discontinue Use of Herbicides to Kill Weeds.
   b. <u>Procurement</u> – REQ to PO Tracking and Timeline.
   c. <u>Communications</u> – Transparent Leadership and Policy Education.

3. Removal of Travel Authorizations.
   a. Review Estimated Savings Calculations (See next page).
   b. Review Updated Draft Practice Directive and Procedure.

Existing Pre-Travel Authorization Process Estimates

Number of in state travel authorizations completed annually	**1,137 authorizations***
Minutes saved per travel authorization	**42 minutes****
Total time savings per year	**795.9 hours**
$ Savings	**$22,364.79**

*(estimated based on 663 captured over a 7 month period)

**The minutes saved is broken down as the following:

- Estimated average time for traveler (including admin assistant) to complete the travel authorization = 30 minutes
- Estimated supervisor review and approval time = 5 minutes
- Estimated Dean/Director review and approval time = 5 minutes (includes CBR and ADA levels)
- Estimated time to remind staff about unapproved reports = 2 minutes

Proposed Travel Notice E-Workflow Process Estimates

Number of in state travel authorizations completed annually	**1,137 authorizations***
Minutes saved per travel authorization	**17 minutes****
Total time savings per year	**322.15 hours**
$ Savings	**$9,052.42**

*(estimated based on 663 captured over a 7 month period)

**The minutes saved is broken down as the following:

- Estimated average time for traveler (including admin assistant) to submit notice of travel in e-workflow = 5 minutes
- Estimated supervisor review time = 5 minutes
- Estimated Dean/Director review time = 5 minutes (includes CBR and ADA levels)
- Estimated time to remind staff about unapproved reports = 2 minutes

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, June 20, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Key Project Updates and Discussion.
   a. Sustainability – Drastically Reduce Use of Herbicides.
   b. Procurement – Training Video.
   c. Communications – Transparent Leadership and Policy Education.
   d. Other Projects.
      i. Green Cleaning.
      ii. Reducing Waste Bins.
      iii. Printing Services.
      iv. FP&M iPads.
      v. Financial Hold on Student Accounts.

3. REVISED: Removal of **Day Trip** Pre-Travel Authorizations.
   a. Review Updated Draft Practice Directive and Procedure.

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, July 2, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Classroom 217

1. Introductions.

2. Key Project Updates.
    a. Projects List Overview.

1	Removal of Day Trip Pre-Travel Authorization.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.

    b. Discussion.
        i. Recent New Hire Onboarding.
        ii. Recent Custodian Training.
        iii. Inventory Solution for On-Campus Departments.

3. REVISED: Removal of **Day Trip** Pre-Travel Authorizations.
    a. Review Updated Draft Practice Directive and Procedure.

Contact the Quality Assurance Improvement Manager with any questions, concerns, and/or feedback via telephone at (262) 472-1772 or email at stokesa@uww.edu

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, July 19, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Key Projects.
   a. Projects List Overview & Updates.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Inventory Solution for On-Campus Departments.

3. Discussion
   a. Fleet Management.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, August 1, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Inventory Solution for On-Campus Departments.
12	Fleet Management.

3. Discussion
   a. Updated Purchasing Forms.
      i. Draft Purchase Requisition.
      ii. Draft Change Order.
   b. Policies & Procedures Education and Transparent Leadership.
      i. Training Methods.
   c. The Great Clean-Up Video.
      https://app.vyond.com/videos/d5d89ec3-7cd0-4342-ad55-467b8e8a7216
   d. Green Cleaning Products.
      i. Timelines.
      ii. Product Comparison List.
   e. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, August 15, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Inventory Solution for On-Campus Departments.
12	Fleet Management.

3. Discussion
   a. Records Management Update.
   b. Recruitment Advertising.
   c. Risk Management Metrics.
   d. Reminder: The Great Clean-Up.
      https://app.vyond.com/videos/d5d89ec3-7cd0-4342-ad55-467b8e8a7216
   e. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, August 29, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Inventory Solution for On-Campus Departments.
12	The Great Clean Up.
13	Fleet Management.
14	Records Management.
15	Recruitment Advertising.

3. Discussion
    a. The Great Clean-Up Overview.
    b. Green Cleaning Product Pilot Update.
        i. Updated Basic Survey.
        ii. ECO Survey.
    c. Records Management Update.
    d. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, September 12, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Digital On-Campus Swap Shop.
12	The Great Clean Up.
13	Fleet Management.
14	Records Management.
15	Recruitment Advertising.

3. Discussion
   a. Student Involvement Fair Results.
   b. Digital Swap Shop Update.
   c. Admin Affairs Town Hall Feedback.
   d. Records Management Update.
   e. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, September 26, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Digital On-Campus Swap Shop.
12	The Great Clean Up.
13	Fleet Management.
14	Records Management.
15	Recruitment Advertising.

3. Discussion
   a. Public Surplus Demo of Digital Swap Shop.
   b. "Schwag" Purchasing of Free, Promotional Products.
   c. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, October 10, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Digital On-Campus Swap Shop.
12	The Great Clean Up.
13	Fleet Management.
14	Records Management.
15	Recruitment Advertising.
16	"Schwag" Purchasing Trade Show.

3. Discussion
   a. Recruitment Advertising Spend.
   b. Purchase Order and Change Order Improvements.
   c. UWW Ambassador Recruitment Resources.
   d. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, October 24, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

1	Removal of Day Trip Pre-Travel Authorization Requirement.
2	REQ to PO Tracking & Timelines.
3	Policies & Procedures Education and Transparent Leadership.
4	Drastically Reduce Use of Herbicides.
5	Purchasing Training Videos.
6	Green Cleaning Products.
7	Reducing # of Waste Bins.
8	Printing Services Efficiencies.
9	FP&M iPads.
10	Financial Hold on Student Accounts.
11	Digital On-Campus Swap Shop.
12	The Great Clean Up.
13	Fleet Management.
14	Records Management.
15	Recruitment Advertising.
16	"Schwag" Purchasing Trade Show.

3. Discussion
   a. Herbicides Project Update.
   b. Green Cleaning Project Time.
   c. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, November 7, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

	Description	Status
1	Removal of Day Trip Pre-Travel Authorization Requirement.	No longer requiring this procedure has created greater flexibility and time savings for our employees using university business travel. **Total Savings: $12,247**
2	REQ to PO Tracking & Timelines.	In Progress.
3	Policies & Procedures Education and Transparent Leadership.	In Progress.
4	Drastically Reduce Use of Herbicides.	After a series of test samples, we have found an effective and efficient, non-Glyphosate alternative that creates time savings efficiencies for our grounds workers, by cutting their application to parking lots and sidewalk cracks from 3-4 times per year down to just 1 time per year. **Total Savings: $1,379**
5	Purchasing Training Videos.	Animated training videos are created and uploaded to our website on a continuous basis to offer convenient access to a variety of different informational topics including compliance-related best practices and other scenarios.
6	Cleaning & Custodial Services: Going Green.	Our new ***green cleaning products system*** will support the health and safety of our campus community. This will drastically cut our use of toxic cleaning chemical products in favor of a more economical, simplified, and environmentally friendly approach. Another efficiency we are implementing is ***reducing the number of waste bins*** in several of our buildings across campus. We are also ***removing deodorizers***. **Total Savings: $79,597**
8	Printing Services Efficiencies.	In Progress.
9	FP&M iPads.	In Progress.

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10	Financial Hold on Student Accounts.	In Progress.
11	Digital On-Campus Swap Shop.	In Progress.
12	The Great Clean Up.	In Progress.
13	Fleet Management.	In Progress.
14	Records Management.	In Progress.
15	Recruitment Advertising.	Opting for unlimited posting in the Chronicle, which gives our campus a better rate and connects directly to HRS for recruitment staff savings of time. **Total Savings: $11,000**
16	"Schwag" Purchasing Trade Show.	In Progress.

3. Discussion
    a. Public Surplus Demo.
    b. Recommendation to Combine Homecoming and Family Fest.
    c. Common App System for Undergraduates.
    d. Other.

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Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, November 21, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

	Description	Status
1	REQ to PO Tracking & Timelines.	***New Purchase Request and Change Order Forms*** have been finalized, which include clear definitions of purchasing types and scenarios to help reduce the number of submission errors and confusion around the purchasing process. A ***Procurement Process training video*** was also created as a quick educational resource around purchasing best practices. ***Purchasing Tests*** are also being developed for buyers and approvers to check their knowledge of purchasing best practices.
2	Policies & Procedures Education and Transparent Leadership.	***Policy News and Updates webpage***, which includes Policy Status Updates document, News Releases, link to subscribe to the UW System Policy RSS newsfeed, and a list of most recent policies under review and open for comment. ***Practice Directives and Procedures webpage***, which includes access to finalized Practice Directives on a variety of topics. This project is ongoing. ***Presenting information about Practice Directives and Procedure project*** at onboarding trainings, and other meetings.
3	Training Videos.	Animated training videos are created and uploaded to our website on a continuous basis to offer convenient access to a variety of different informational topics including compliance-related best practices and other scenarios.
4	Printing Services Efficiencies.	Printing Services has replaced outdated machines with modern ones and began implementing an order tracking

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		process that has improved our product and service quality, resulting in increased jobs from off-campus entities.
5	FP&M iPads.	The new FP&M iPad integration has allowed work order communications to become more streamlined, organized, and allows for greater accountability with our e-system, which replaced a former paper-heavy process.
6	Financial Hold on Student Accounts.	The minimum hold amount was raised from $20 to $50, allowing for greater student retention and success.
7	Digital On-Campus Swap Shop.	In Progress.
8	The Great Clean Up.	In Progress.
9	Fleet Management.	A *Fleet Management Practice Directive and Procedure* have been finalized and are available on the Practice Directive and Procedure webpage.
10	Records Management.	A *Records Management Practice Directive and Procedure* have been finalized and are available on the Archivist's website, as well as the Practice Directive and Procedure webpage. A *Records Management Tool and Intake Qualtrics* have also been developed to help ensure proper oversight into departments' management of records, as well as their dispositions in accordance with the General Records Schedule.
11	"Schwag" Purchasing Trade Show.	In Progress.

3. Discussion
    a. Review Process Improvement Projects and Efficiencies Handout.
    b. Discuss Policies & Procedures Education and Transparent Leadership.
    c. Discuss Training Videos.
    d. Other.

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University of Wisconsin Whitewater

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, December 5, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

	Description	Status
1	REQ to PO Tracking & Timelines.	*New Purchase Request and Change Order Forms* have been finalized, which include clear definitions of purchasing types and scenarios to help reduce the number of submission errors and confusion around the purchasing process. A *Procurement Process training video* was also created as a quick educational resource around purchasing best practices. *Purchasing Tests* are also being developed for buyers and approvers to check their knowledge of purchasing best practices. **Ongoing.**
2	Policies & Procedures Education and Transparent Leadership.	*Policy News and Updates webpage*, which includes Policy Status Updates document, News Releases, link to subscribe to the UW System Policy RSS newsfeed, and a list of most recent policies under review and open for comment. *Practice Directives and Procedures webpage*, which includes access to finalized Practice Directives on a variety of topics. This project is ongoing. *Presenting information about Practice Directives and Procedure project* at onboarding trainings, and other meetings. **Ongoing.**
3	Training Videos.	Animated training videos are created and uploaded to our website on a continuous basis to offer convenient access to a variety of different informational topics including compliance-related best practices and other scenarios.

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		Ongoing.
4	Digital On-Campus Swap Shop.	In Progress.
5	The Great Clean Up.	In Progress.
6	"Schwag" Purchasing Trade Show.	In Progress.

3. Discussion
   a. Dial-in to UW System PM Community of Practice Meeting, hosted by Stefan Fletcher.
   b. Schwag Purchasing Trade Show Update.

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University of Wisconsin Whitewater

Process Improvement Advisory Team (PIAT) Agenda

Date: Thursday, December 19, 2019
Time: 2:00 – 3:00 p.m.
Location: Hyer Hall Conference Room 142

1. Introductions.

2. Project List At-A-Glance.

	Description	Status
1	REQ to PO Tracking & Timelines.	**New Purchase Request and Change Order Forms** have been finalized, which include clear definitions of purchasing types and scenarios to help reduce the number of submission errors and confusion around the purchasing process. A **Procurement Process training video** was also created as a quick educational resource around purchasing best practices. **Purchasing Tests** are also being developed for buyers and approvers to check their knowledge of purchasing best practices. **Ongoing.**
2	Policies & Procedures Education and Transparent Leadership.	**Policy News and Updates webpage**, which includes Policy Status Updates document, News Releases, link to subscribe to the UW System Policy RSS newsfeed, and a list of most recent policies under review and open for comment. **Practice Directives and Procedures webpage**, which includes access to finalized Practice Directives on a variety of topics. This project is ongoing. **Presenting information about Practice Directives and Procedure project** at onboarding trainings, and other meetings. **Ongoing.**
3	Training Videos.	Animated training videos are created and uploaded to our website on a continuous basis to offer convenient access to a variety of different informational topics including compliance-related best practices and other scenarios.

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		Ongoing.
4	Digital On-Campus Swap Shop.	In Progress.
5	The Great Clean Up.	In Progress.
6	"Schwag" Purchasing Trade Show.	In Progress.

3. Discussion
   a. Schwag Purchasing Trade Show Update – Dale Pinzino.
   b. Project Forms
      i. Styrofoam.
      ii. LED Lighting.

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