Process Improvement Advisory Team (PIAT) Charter

Date: 8/1/2020

I. Purpose

The purpose of establishing the Process Improvement Advisory Team (PIAT) is to identify process improvement projects and implement continuous, incremental change in an efficient and effective manner. These changes can include savings of time and money across a variety of areas, and will align with policy, compliance and general best practices. PIAT is comprised of stakeholders across campus who are organized into a Work Group Team and Advisory Team to ensure a more streamlined approach to executing on, and reviewing project work. The Work Group Team may work closely with SMEs on certain project topics as needed or recommended, with oversight from the Vice Chancellor of Administrative Affairs. The Advisory Team will review project information and offer feedback as project summaries are finalized and shared with the Vice Chancellor of Administrative Affairs for consideration by Chancellor's Cabinet.

II. Mission

Faced with diminishing revenue, the University of Wisconsin-Whitewater community has coalesced around administrative and operational effectiveness as a key tenet of long-term viability. The University is committed to elevating its administrative, academic and research operations to a higher level of operational excellence. UW-Whitewater is focused on reducing and redirecting funds; streamlining operations to address state funding cuts and the need for commonality in process and systems; implementing operational efficiencies that enhance the quality of services to students, faculty and staff; and building a sustainable financial model to carry the University forward.

III. Role and Authority

The PIAT Administrative Sponsor is the Vice Chancellor of Administrative Affairs. The role of PIAT is to assist the campus by:

1. Identifying projects for consideration,
2. Articulating potential benefits and value (monetary and non-monetary)
3. Highlighting any associated risks, negative aspects, or other challenges, and
4. Developing summary observations and recommendations in support of incremental change, efficiencies (saving time and/or money), and satisfaction.

The Authority of PIAT will be:

1. PIAT has no executive powers or supervisory functions. Rather, it functions in a review and recommendation role to the Vice Chancellor of Administrative Affairs.
2. PIAT has a responsibility to align with campus, system, and state policies and requirements.

IV.   Responsibilities

A.   Process Improvement, Policy, Compliance, Audit & Ethics

1. Develop any necessary improvement projects that support greater controls around the findings of examinations by regulatory agencies, and any auditor observations or recommendations.
2. Review the effectiveness of the campus for monitoring compliance with laws, regulations and policies. Identify any opportunities for enhancements, streamlining, and/or oversight as appropriate.
3. Establish a strong control environment, level of accountability, and ethical framework that promotes a commitment to the highest standards of ethics, integrity, and lawful conduct with projects as appropriate.
4. Consider the procedures that underpin a project's ethical and operational framework to ensure effective and efficient incremental change.
5. Promote policy, compliance, audit, and ethics awareness through effective training and education initiatives or projects.
6. Obtain regular updates from management and UW System Legal Counsel regarding compliance matters, including compliance with UW System policy to help guide project needs as appropriate.
7. Work to recommend and develop policies, practices/procedures, and other frameworks related to our campus and UW System culture.
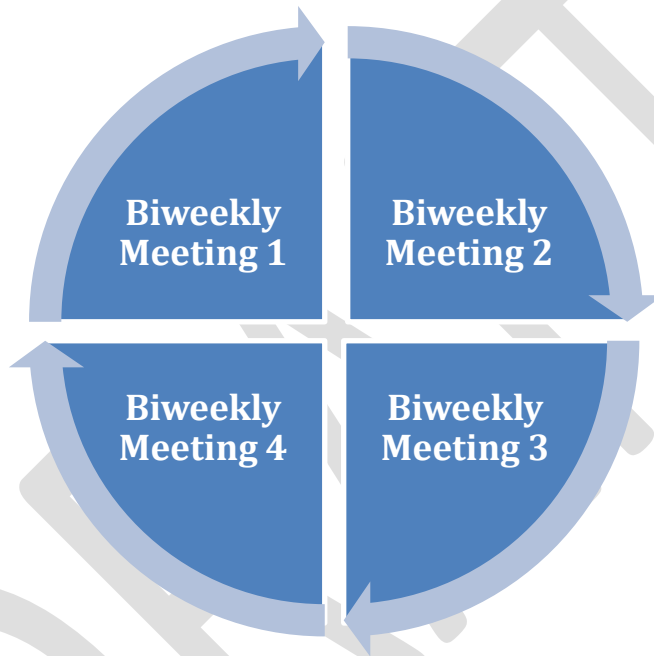
B.   Enterprise Risk Management (When applicable and with support from the Vice Chancellor of Administrative Affairs)

1. Design a comprehensive and common-sense approach to manage risks and create appropriate controls across proposed projects when applicable.
2. Conduct meetings with management to discuss any significant risk exposures and proposed steps management is recommended to take with monitoring and controlling such exposures when applicable.
3. Coordinate with other UW-Whitewater groups regarding risk management and oversight when applicable.
4. Establish measurement methodologies for quantifying, comparing, benchmarking and prioritizing our risks as they relate to proposed projects when applicable.
5. Retrospectively review incurred financial or operational losses and prepare recommendations or corrective action plans for their future prevention when applicable.

6. Continuously assess our risk management strategies to assure they remain current with regulatory, operational and legal changes as well as our objectives when applicable.

V.   Composition and Meetings

A. PIAT will follow a biweekly (every other week on Thursday afternoons) meeting structure. Our goal is to accelerate campus successes to continue building off of our past accomplishments. This meeting structure will incorporate a "plan, do, check, act" framework and serve the following general timeline cycle:

Biweekly Meeting 1 | Biweekly Meeting 2 | Biweekly Meeting 4 | Biweekly Meeting 3

1. Biweekly Meeting Week 1
    i. PIAT Work Group Team will discuss outcomes of recent Advisory Team meeting, and finalize any reports that are ready to share with the Chancellor's Cabinet for review. The Work Group Team will also begin preliminary research into new projects, revisit and assess next steps for projects that require continued action items, and determine what needs to be accomplished in preparation for the next meeting.
2. Biweekly Meeting Week 2
    i. PIAT Work Group Team will engage in active project work time, which may include: meeting with Subject-Matter Experts (SMEs), collaborating with other Work Group Team members on action items, assessing progress on projects in the pipeline, and beginning to prepare reports for the larger PIAT Advisory Team to review.
3. Biweekly Meeting Week 3

   i. PIAT Work Group Team will share finalized project reports and determine agenda for upcoming Advisory Team meeting.

  4. <u>Biweekly Meeting Week 4</u>

   i. PIAT Work Group Team presents reports to Advisory Team.

   ii. PIAT Advisory Team provides feedback, comments, and questions. Notes will be taken by the Work Group Team during this meeting to capture the thoughts and opinions of the group, for guiding progress, and/or sharing with Chancellor's Cabinet depending on the project's place in the pipeline.

VI. Establish Workgroups

PIAT may organize standing work groups to collaborate on projects and programs of agreed benefit to the team's goals and objectives. This structure will allow for expansion and contraction of groups as needed and aims to streamline collaborations when executing on projects.

The work groups will be formed within clear written processes and with explicit expectations provided to the work groups. The goals of any work group formed will include:

A. Produce work products that improve effectiveness of the campus in delivering on the Strategic Plan;

B. Provide a forum for exchange of professional ideas;

C. Allow participants to share common experiences and solutions related to a particular focus specialty, i.e., safety, financial controls, continuity planning, security, etc.;

D. Act as subject matter expert advisor to PIAT;

E. Review challenges common to UW-Whitewater and recommend a course of action;

F. Review new or updated regulatory requirements and recommend action plans;

G. Review new and emerging technologies.

VII. Members List

See our PIAT Members List for more information.