

WHY BUSINESS PROCESS IMPROVEMENT

February 4, 2025



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office



BUSINESS PROCESS IMPROVEMENT OFFICE

- Business Process Improvement Office
 - go.uillinois.edu/bpi
 - Kristi Moore
 - Assistant Director, Business Process Improvement
 - klmoore@uillinois.edu



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

WHAT IS A BUSINESS PROCESS?

A structure of tasks performed in a specific sequence to produce a service or product for a particular customer.



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

WHAT IS A BUSINESS PROCESS IMPROVEMENT?

“Business process improvement (BPI) refers to the practice of analyzing existing business processes to identify areas for improvement, such as increased efficiency, accuracy, or effectiveness, and then implementing changes to optimize the process and achieve better results within an organization.”

AI – Source

<https://www.techtarget.com/searchcio/definition/business-process-improvement-BPI>

<https://blog.kainexus.com/business-process-improvement>

<https://www.ibm.com/think/topics/process-improvement>



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

WHY BUSINESS PROCESS IMPROVEMENT

“Better Processes, Better Results”



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

BUSINESS PROCESSING WITHIN ILLINOIS

Areas for Business Processing

- Business Administration
- Human Resources
- Student
- Technology



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office



31 responses submitted

Business Administration Business Processes

Scan the QR or use
link to join



<https://forms.office.com/r/UTsnfglyEY>

Copy link



Wordcloud

All responses



1 of 1





37 responses submitted

Human Resources Business Processes

Scan the QR or use
link to join



<https://forms.office.com/r/TuqZ0Z6fnH>

[Copy link](#)



Wordcloud

All responses



1 of 1





25 responses submitted

Student Business Processes

Scan the QR or use
link to join



<https://forms.office.com/r/k4iA1dU40W>

Copy link



Wordcloud

All responses



1 of 1





27 responses submitted

Technology Business Processes

Scan the QR or use
link to join



<https://forms.office.com/r/J5m50KHX55>

Copy link



Wordcloud

All responses



1 of 1



BUSINESS PROCESS INEFFICIENCIES

- Manual processing
 - Manual input to a paper form
 - Errors of input
 - Lack of information
 - Required
 - Manual routing to obtain approval on a paper form
 - Physical routing
 - Number of approvals, or is it providing information
- Collecting “Inked” or “Wet” Signatures
- How long does it take to complete the process
 - Actual vs Perceived
 - Expected



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

THE “ORIGINAL BUSINESS PROCESS” HAS CHANGED SINCE IT WAS IMPLEMENTED...

- Staff
 - Knowledge transfer
- Technology
 - Business system that supports the business process
- Remote work



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

WHY BUSINESS PROCESS IMPROVEMENT

“Better Processes, Better Results”



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

BUSINESS PROCESS IMPROVEMENT OFFICE

- Methodology built on Lean Concepts
 - Continuous Improvement
 - Respect for People
- Opportunities for improvement in a business process
 - Performing unnecessary work results in errors, poor organization or communication



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

TYPES OF BPI EFFORTS

Illinois

- WILL – Production Tracking Business Process
- NCSA/Illinois Computes – Request Intake Business Process
- Engineering – Time Conflict Override (Student courses)
- Academic Affairs – General Education Course Review Process

UIC

- Office of the Registrar – Curriculum Change Process
- OVCF, OAE – Religious Accommodation, submission and approval

System

- Business & Finance Policy Office – Business Process for policy review
- AITS – Procurement of Software and Hardware
- AITS – Decision Support – Request Intake Business Process



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

WHAT QUESTIONS COME TO MIND?

- Where to start?
- How to view what is being done today?
- How to determine what to do in the future?
- How to create the roadmap for the journey to get there?



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

BUSINESS PROCESS IMPROVEMENT

Steps to improve a business process

- Review the process
- Assess the current process
- Plan for the change
- Implement the change
- Determine the success

- Measure Success/Prove the improvement
- Continuous Improvement



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

BUSINESS PROCESS IMPROVEMENT OFFICE CAN HELP YOU!

- Business Process Improvement engagements
- Training workshops
 - Lean Concept
 - Process Mapping
 - Facilitation
 - RAPID Methodology



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

WHY BUSINESS PROCESS IMPROVEMENT

Better Processes, Better Results for the University of Illinois



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office

BUSINESS PROCESS IMPROVEMENT OFFICE

- Submit a request from our website – go.uillinois.edu/bpi



- Contact us at processimprovement@uillinois.edu



UNIVERSITY OF ILLINOIS SYSTEM

ADMINISTRATIVE INFORMATION TECHNOLOGY SERVICES

Business Process Improvement Office