SERVING TODAY, PRESERVING TOMORROW

Our mission is to learn, adapt and innovate to preserve our physical assets and deliver the best possible services.

Our vision is to be a world-class organization providing exceptional service anywhere, anytime.
TAP
Transforming
Administration
Program
WHAT IS TAP?

The Transforming Administration Program encompasses all central administrative units (led by Vice Presidents and Vice Provosts) and focuses on excellence and quality of services, quick delivery and ease of navigation. This work builds on existing efforts around Organizational Excellence, Lean, and the work of change management and organizational development professionals and expertise throughout the units.
WHAT ARE THE CHALLENGES

- A decentralized structure
- Aging Systems
- Lack of process standardization
- Frequent leadership turnover
PRINCIPLES FOR CENTRAL ADMINISTRATIVE UNITS

ENGAGE PEOPLE
In our work we foster active and meaningful involvement of staff and key stakeholders at all levels of the University and from a variety of roles

• Seek feedback and engage staff in communicating issues, identifying problems and finding solutions that create significant improvements

• Demonstrate and support honest, open communication and respectful conflict resolution

• Recognize and celebrate success and learn from failure
PRINCIPLES FOR CENTRAL ADMINISTRATIVE UNITS

REALIZE EFFICIENCY AND EFFECTIVENESS
In our work we continuously look for ways to measurably make our programs, services and processes better meet the needs of our customers and stakeholders

• Support and manage change, question the status quo

• Create a culture that looks to find solutions, constructively confronts issues and makes and follows decisions

• Proactively share and adapt both internal and external best practices

• Standardize wherever possible – design for the whole, not the exceptions

• Work across central administrative units and processes to eliminate redundancy
PRINCIPLES FOR CENTRAL ADMINISTRATIVE UNITS

DELIVER VALUE
In our work we understand our collective role is to serve students and faculty by delivering quality administrative services, assuring compliance and reducing the administrative burden for everyone across the University

• Build trust across the University through action and results

• Align and prioritize programs and services with UW Strategy and TAP Standards

• Develop measures to communicate and manage unit, department and cross central administration performance

• Strive for action over perfection through use of pilots and testing to check and fine tune solutions

• Demonstrate transparency by practicing clear communication, accountability and operating so that it is easy for others to see our actions and performance
COMMON GOALS FOR CENTRAL ADMINISTRATION

COMMON GOAL SUPPORTING ACTIONS

CENTRAL ADMINISTRATION WILL: 

• Act as one university with one administration
• Create a respectful, supportive work climate for all UW employees
• Decrease administrative burden and reduce bureaucracy while assuring compliance
• Eliminate manual and paper processes
• Employ data-based decision-making

BY:

1. Streamlining Administrative Services
2. Simplifying Processes
3. Implementing New Systems
4. Centralizing Policies and Procedures
5. Assessing Progress
MEASURES OF SUCCESS OF THE INITIATIVE

- Improved service
- Reduced cost
- Reduced process/time
- Engaged staff and faculty
FS Day of Service

How do you give back?
Volunteer today!
FS DAY OF SERVICE

93 Facilities Services Employees Participated

Total of 186 Hours Worked

Three Different Zones

Tasks:
  window washing; trash pick-up; SDOT projects; sticker removal; graffiti painting; find-it-fix-it app reporting

Participating Businesses:
  American Apparel, David Optical, Big 5 Sporting Goods, Earthbound Trading, Haagen Daaz, Samir's, Nasai Teriyaki, The Psychic Advisor, Mee Sum Pastry
FS DAY OF SERVICE
THANK YOU