
Manages through Process and Systems

Definition

Designs practices, processes, and procedures necessary to get things done; simplifies complex processes; gets more out of fewer resources; creates systems that manage themselves.

Key Words: Process Re-Design, Organizational Effectiveness

Behavioral Indicators:

1. Understands technology and the ways in which it can support the mission of the University
 2. Ability to identify and integrate processes of various departments to create operational efficiencies
 3. Creates seamless transactions across functions and/or departments
 4. Develops operational efficiencies
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PROFICIENCY LEVEL: Manages through Process and Systems

Level I

- Oversees simple operations
- Can figure out the processes necessary to get things done
- Can organize people and activities for simple and complex processes
- Can follow through with measurement of a process or system that is already designed
- Oversees and directs moderately complex operations efficiently
- Employs the practices, processes, and procedures necessary to get things done

Level II

- Knows what and how to measure
- Simplifies complex processes
- Devises the processes and procedures, and clearly communicates them to others
- Assesses what and how to measure and then measures it

Level III

- Designs complex systems that can manage themselves or with little intervention
 - Organizes people and activities while separating and combining tasks into an efficient workflow
 - Expertly fashions both simple and complex systems for large groups or organizations
 - Anticipates constraints or barriers, and incorporates energizers and safeguards to ensure smooth operation without much oversight
 - Creates opportunities for synergy and integration of workflow by using knowledge of the types of people or groups involved
 - Adeptly adjusts measurement of processes and systems
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