

Concurrent Session D
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Session 7

Why Wait for Technology? Reasons for Continuous Process Improvement.

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Is efficiency directly correlated to technology? Are new software tools the best way to increase productivity? Certainly advancement in technology does create ways we can work more effectively, however, technology is not the only solution. Many factors impact our work environment at Research and Revenue Accounting Services Division at Monash University, which can have an effect on our processes and hence our ability to improve.

"Perfection is a lot of little things done well", Marco Pierre White (Chef and Restaurateur)

We can take that thought and apply it to everything that we do by taking a step back to think of why we do our tasks. Is the 'what' we do linked to the 'why'?

To ensure that we are heading in the right direction to support our researchers, we have goals to establish key drivers for continuous process improvement. To define these key drivers we have to contemplate what our goals should be focussed on:

- Create a culture that fosters collaboration
- Capacity to improve in a high demand environment
- Client experience which delivers added value

These three points have a circular effect, with each one having an impact on the other. Hence, the introduction of the ideology of the 3 C's: CULTURE; CAPACITY; and CLIENT EXPERIENCE.

The circular impact of creating a culture for collaboration in our team, i.e. the way the team interacts with each other and its researchers. This then encourages a multifaceted approach to problem solving, which in turn fosters innovation to change systematic processes. Then leads to efficiency and productivity gains and thus create capacity to spend more time with our researchers to provide them with a value added experience.

We have used the '3 C's' (Culture, Capacity and Client Experience) to explore the reasons 'why' we should pursue perfection also outside of the technological space and how it is applied in the Research and Revenues Accounting Services Division at Monash University.