

Organizational Excellence Leadership Council Meeting Summary Friday, April 1, 2015

Attendees: Council Chair, Bob Pianta, Milton Adams, Peter Brunjes, Tamara Fleming, Hossein Haj-Hariri, Rich Kovatch, Jim Matteo, Christina Morrell, Nancy Rivers, Len Schoppa; Ex Officio: Sarah Collie, Lee Baszczewski, Mary Brackett;

Participants: Allan Stam, Krit Sundar, Morse Wilkenfeld, Eric Denby, John McHugh, Shannon Wampler, and Ryan Balber

Absent: Virginia Evans, Chris Holstege, Arlene Keeling, and Rick Myers.

I. HR Strategic Design Initiative

Morse Wilkenfeld from Ernst & Young presented an overview of the March 2015 multi-day [HR Design Event](#) that included a 55-member cross-Grounds group of HR professionals, as well as faculty and staff served by HR (customers). President Sullivan, Pat Hogan, Rick Shannon and Kerry Abrams addressed the group and shared their perspective on the HR strategic vision.

Event participants considered the HR Mission, Service Partners, Centers of Expertise, HR Governance, HR Specialists, HR Technology and Metrics, Employee and Manager Self-Service, and Criteria for Centralizing Work. Several themes emerged from the session:

- Realization that change is coming
- The essential need to overhaul HR technology and the desire for better services
- This is as much an IT project as an HR project
- Need for common knowledge about leading practices and application to the University
- General recognition of what the vision could mean, how much hard work would be involved in getting there, and how much it might cost to invest in technology
- The excitement and value of working across the University as team
- The policy, process and system complications related to multiple employee types
- The commitment of University leaders

This is a comprehensive effort, and includes all HR across Grounds, not just central HR. The OELC advised increased faculty engagement in the process and suggested that the deans nominate one or two faculty from each school to provide input.

II. Strategic Sourcing

John McHugh and Shannon Wampler presented a six-month progress report on strategic sourcing of Office Supplies which has demonstrated a savings of \$587,700. Procurement has developed a vendor scorecard that tracks contract requirements and customer satisfaction. The Supply Room's current six month overall rating is 90.83%. The department dashboard allows units to assess savings achieved as well as identify additional savings opportunities.

III. Spotlight on Excellence

Sarah gave an overview of a Spotlight on Excellence, a peer-nominated recognition program for individuals that demonstrate the principles of OE in their daily work. This recognition program will go-live in May.