Work Process Improvement

<Organisation Unit Name> As-Is Situation Report

Version 1.0

dd/mmm/yyyy
Purpose of this document

This document has been developed to provide the <Organisation unit Name> with an as-is situation report resulting from the work process improvement assessment process. This report uses and references the artefacts developed as part of the review process. These artefacts are included as appendices at the end of this report. The target audience is the process review team in the relevant organisation unit to support selection of targeted improvement initiatives.
Review Process
The review was undertaken in a series of workshops with senior representation from the <Organisation Unit Name> and reflects the as-is situation within the <Organisation Unit>. Validation of the information gathered was achieved through communicating the outputs of the session back to workshop participants.

Reference documents

*Major report*
…that details, inter alia, improvement opportunities for the Learning and Teaching and Research and Graduate Training processes of the University and therefore is linked to this report.

Summary Analysis

Main Issue Areas
The following services and processes have been identified as areas of opportunity for the <Organisation Unit> to investigate further based on the health assessment of services. This has been added as an appendix at the end of this document.

**Services**
1.
2.
3.
.. 
.. 

**Processes**
1.
2.
3.
.. 
.. 

Assessment Analysis

<Organisation Unit name> has identified a range of issues discussed later in this document.

Note that some issues/improvements have also been the subject of discussion through cross functional workshops dealing with Learning and Teaching processes and will have been mentioned in the *Major report*.

Areas attracting particular attention as areas for improvement include:

**Services**

*<Service Name>* – This service covers the processes that support xxx

Themes and Challenges emerging from the review

.. 

**Gaps and Issues**
A model of the core processes of the <Organisation Unit Name> was developed with the workshops participants and the model is embedded as an Appendix in this report.
The processes and services articulated in the model were used in the workshops to capture the issues facing the <Organisation Unit>. The issues are set out below:

Process health was assessed using defined criteria and the output of this is set out in the <Organisation Unit> Process Health Check.xls document referenced as an Appendix in this report. These issues should be considered in conjunction with the health assessment.

### Core Processes

<table>
<thead>
<tr>
<th>PROCESS</th>
<th>ISSUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Process 1: Support Users</td>
<td>General</td>
</tr>
<tr>
<td></td>
<td>Sub-Process 1</td>
</tr>
<tr>
<td></td>
<td>Sub-Process 2</td>
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<td></td>
<td>Sub-Process 3</td>
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<tr>
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<td>Etc.</td>
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<tr>
<td></td>
<td>Core Process 2:</td>
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<tr>
<td></td>
<td>Sub-Process 1</td>
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<td>Sub-Process 2</td>
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<td>Sub-Process 3</td>
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<tr>
<td></td>
<td>Core Process 3:</td>
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<tr>
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<td>Sub-Process 1</td>
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<tr>
<td></td>
<td>Sub-Process 2</td>
</tr>
<tr>
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<td>Sub-Process 3</td>
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</tbody>
</table>

### Appendices

- <Organisation Unit Name> Process Model
- <Organisation Unit Name> Stakeholder Context Diagram and interactions table
- <Organisation Unit Name> Health Assessment Scores Spreadsheet