Process Redesign (Sample)

Here is how the Process Re-Design Template might be completed for housekeeping, as they consider implementing a process to provide security clearance on employee badges for access to patient units.

Process or Workflow: Adding security clearance on badges for all new staff in the future and updating clearance for current staff

Question	Upstream or Downstream Repercussions?	Decision
Can we eliminate a step all together?	No steps have been identified at this time that can be eliminated.	None
Can we reduce the number of people involved?	Nothing that can think of currently. Will continue to reassess as the process gets implemented.	None
Can we simplify it?	Is there a mass "upload" option to get security clearance updated for all current staff?	Follow up with security about mass upload option for current staff. Set up meeting with
Can we do it at a more convenient time?	No, as the security access updates need to happen as soon as possible per DNV guidelines.	None
Can we automate it?	New staff security access currently requested through New Hire Matrix, but may be able to have all new staff to automatically get security clearance added.	Follow up with Talent Acquisition to see if can make access for new staff automatic.
Can we standardize it?	After doing a process mapping exercise, no additional ways to standardize have been identified.	None
Can we bundle it with something else?	New hire security clearance will be bundled/requested with other HR accesses requested through the New Hire Matrix. Nothing to bundle for updated access for current staff.	None

Center for Education and Development

MU Health Care

Can we speed it up?	New hire badges are available to staff on 1st day of employment. Currently, there is a 24-48 hour turnaround for updates to current staff security clearance once a request is made. This timeframe is dependent upon security availability and workload to update once they receive the request.	None
Can we make it less complicated?	No additional items have been identified.	None
Can we make it more predictable or automatic?	Nothing identified at this time. Security clearance request for new hire badges will be requested through the New Hire Matrix completed by the hiring manager in conjunction with the Talent Acquisition team. For current staff, it will require supervisors submitting a security access form.	None
Can we make it more user-friendly?	Review of the on-line security request form has identified opportunities for streamlining request, including where to locate the form.	Set up meeting with IT and security to discuss potential changes to on-line security request form.

MU Health Care