



THE Awards 2019 – Outstanding Contribution to Leadership Development

Institution/Nominee	Newcastle University
Title	Business Process Improvement Champion initiative
Key personnel	Newcastle University
Submission	<p>Anyone within the organisation can be a leader. That's the belief of Newcastle University, and when it comes to business process improvement it is often operational managers and colleagues involved in processes at grassroots level who are best placed to lead everyday change.</p> <p>Recognising and acting upon this has been the key to success for Newcastle University in transforming our approach to continuous business process improvement.</p> <p>In order to equip colleagues with the skills to empower themselves, and others to confidently use continuous improvement techniques to drive operational excellence, the university has developed the Business Process Improvement (BPI) Champion initiative. The initiative sees a broad spectrum of colleagues from all levels across the organisation trained, coached and supported to make and quantify operational improvements within their departments.</p> <p>This approach results in a deeply-rooted attitude to BPI where knowledge and skills are retained and cascaded to establish a culture of ongoing continuous improvement.</p>