



ORA DRAGON TEAM

STANDARD OPERATING PROCEDURE (SOP) - 001

Name	ORA Continuous Improvement Request SOP
Process Owner	Inger Garnett, Director of Strategic Operations
Initial Date	December 5, 2019
Stakeholders	Dragon Team, ORA, University Faculty/Staff
Revision Date	

RACI CHART:

R - Responsible A – Accountable C- Consulted I – Informed	Dragon Team	Dragon Team Lead	Faculty/ Staff	Project Champion
Continuous Improvement request is submitted	I	I	R	
Project is entered into Dragon Team database	R	I, A		
Determine whether task qualifies as Continuous Improvement request	R, A	I, C		
Respond to requestor Provide response to requestor with 30-day feedback	R	A	I	
Conduct RCA and collect data	C, A	R, A		C
Determine time, scope, resources, and corrective plan	R, A	I, C	I	C
Determine Dragon Score	C, A	R, A	I	C
Enter Dragon score into database	R, A	I		
Determine whether escalation is necessary	R, A	I, C		
Communicate corrective action	R	I, A, R	I	C

I. SUMMARY:

Process improvement requests are submitted to the Dragon Team from faculty and staff through various mechanisms, i.e., e-mail, website, etc. The intent of this SOP is to establish guidelines in determining scope, validity, prioritization, and communication resulting in a continuous improvement score (i.e., Dragon Score) for Research Administration.



II. DEFINITIONS:

ORA – Office of Research Administration

CI – Continuous Improvement

Dragon Team –Strategic Operations Associates dedicated to process improvement, and tasked with reducing waste and increasing efficiency within the research community

Dragon Team Lead - Director of Strategic Operations team

SVPR – Senior Vice President of Research Administration

VPRA – Vice President of Research Administration

PI – Principal Investigator/Faculty

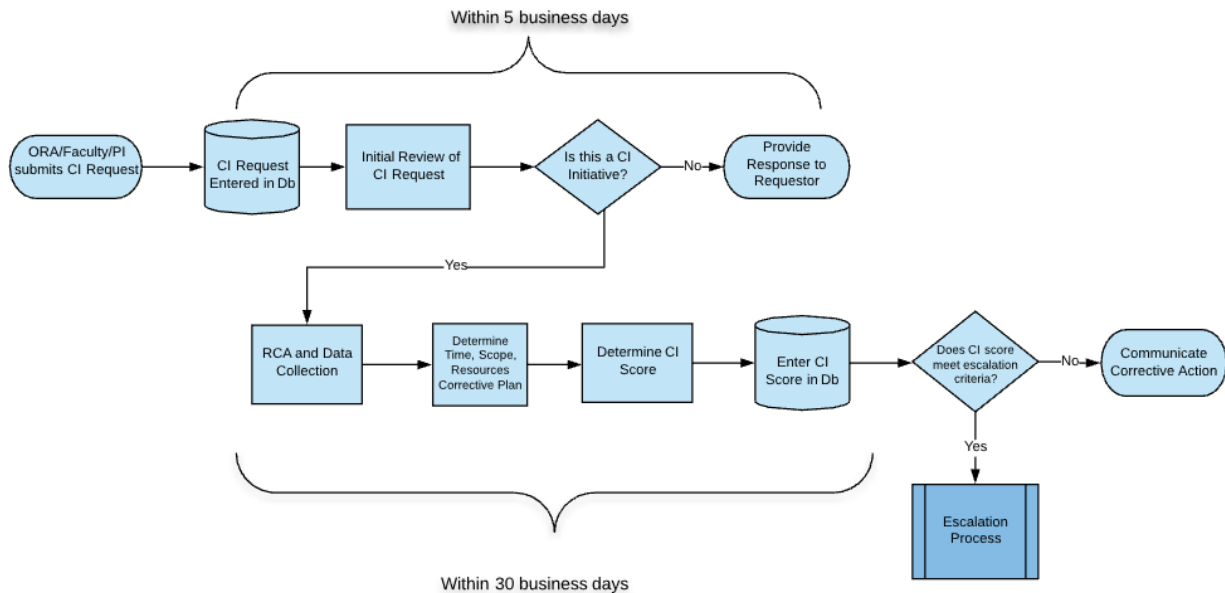
Project Champion – Resource/SME within the department or area that requires improvement

SME – Subject Matter Expert

RCA – Root Cause Analysis

III. PROCESS FLOW:

The following flowchart depicts the process once requests are received through the beginning of corrective action.



IV. REQUEST PROCESS:

1. Requests are submitted from various sources such as, but not limited to:
 - A. Requestor(s): ORA, Faculty, PI, SVPR and VPRA.
2. Requests are logged into Dragon Team Access database.
3. Conduct initial continuous improvement review to determine validity of request.
4. Determine Dragon CI score based on the following criteria.
 - a. Review to determine urgency and provides a score of low, medium or high.
 - Low – Request is more of a suggestion and/or impact is not significant
 - Medium – Request is moderately urgent and should be completed as soon as possible
 - High – this is an urgent request which is having severe impact and needs immediate resolution
 - b. CI score is determined to be low or medium, the normal review process will commence. (see ORA Review SOP - 002).
 - c. CI score is determined to be high and warrants urgent action, the escalation process will commence. (see ORA Escalation SOP - 003).
 - d. Team will meet with Dragon Team Lead to obtain approval and plan of action for escalation process (high score).
5. Enter CI score into Dragon Team database.
6. Respond to requestor within five business days.
 - A. If request does not meet CI criteria, notify requestor that a full CI project is not appropriate.
 - B. If request is appropriate for a CI project, provide response to requestor that the process qualifies for Dragon Team review and to expect additional information within 30 days.



7. Conduct RCA (see template).
8. Collect relevant data about the current process and issues within the process.
9. Determine time, scope, resources, and corrective plan.
10. Communicate with requestor about project status at a minimum of once every 30 business days.

V. REVISION TRACKING:

DATE	REVISION SUMMARY	REVISED BY: NAME, TITLE