



ORA – DRAGON TEAM

STANDARD OPERATING PROCEDURE (SOP) - 002

Name	ORA Continuous Improvement Review/Maintenance 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
Complete Corrective Action Process	R	I, A	I, C, R	C
Determine if CI requires an update to existing SOPs	R	I, A	C	C
If necessary, work with department SMEs to update existing SOPs	R, A	I	C	C
Determine if CI requires training	R, A	I	C	C
If needed, develop training	R, C	I	R, C	C
Notify requestor of status, every 10 days	R	A	I	I
Measure outcome and compare data	R	A, C, I	I, C	C
Update database with findings	R	I, A		
Close request	R	I, A	I	I

I. SUMMARY:

The purpose of this SOP is to establish a review and maintenance guideline for continuous improvement (CI) initiative, once the corrective action has been completed. This SOP will also provide a process to ensure that communication and recommendations have been implemented and measured.



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

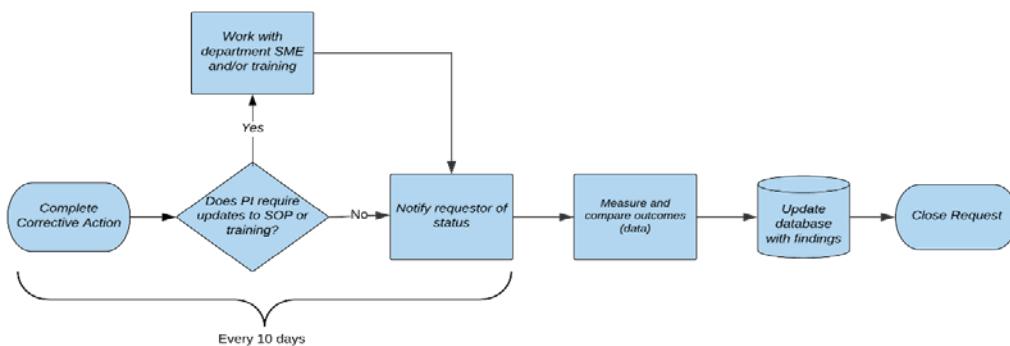
Project Champion – Resource/SME within the department or area that requires improvement

SME – Subject Matter Expert

RCA – Root Cause Analysis

III. PROCESS FLOW:

The following flowchart depicts the maintenance and review process after initial corrective action is completed.





IV. REQUEST PROCESS:

1. Corrective action is completed in response to initial continuous improvement (CI) request.
2. If CI requires updates to SOP, procedures, process guidelines, and/or training, Dragon Team will work with the impacted department, SMEs and Project Champion to devise a plan.
3. Dragon Team associate would work closely with team to implement updated SOPs and training.
4. Notify project requestor of CI status.
 - A. Provide ongoing notification every 10 business days until project completion.
5. Measure and compare initial data with ongoing data to determine improvement and report findings.
6. Update DB with findings and project status, and close CI request in database.
7. Communicate findings and final status to requestor and/or impacted department.

V. REVISION TRACKING:

DATE	REVISION SUMMARY	REVISED BY: NAME, TITLE