



ORA DRAGON TEAM

STANDARD OPERATING PROCEDURE (SOP) - 003

Name	ORA Continuous Improvement Escalation 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
CI request is determined to be a high priority based on Dragon CI score	R	I, A		
Dragon CI score is entered in the database	R	I, A		
RCA is conducted	R	R, A		
Action plan is created (including communication plan)	R	I, C, A		
Action plan is reviewed and approved Dragon Team Lead	R	C, A		
Status is communicated to Requestor	R	I	I	I
Coordinate and review action plan with Requestor	R	A	C	C
Assist/Implement Action Plan	R	A	R	C



I. SUMMARY:

The purpose of this SOP is to establish a guideline for reviewing high priority Continuous Improvement (CI) requests. This SOP will provide a process to ensure that communication and corrective action plans are coordinated and implemented for CI requests.

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

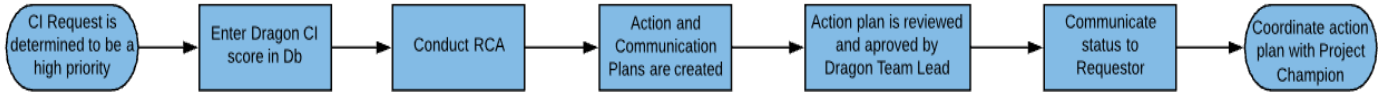
SME – Subject Matter Expert

RCA – Root Cause Analysis



III. PROCESS FLOW:

The following flowchart depicts the process once CI requests are deemed a high priority through the coordination of corrective action.



IV. REQUEST PROCESS:

1. CI Request is determined to be a high priority based on Dragon CI score.
2. Dragon CI score is entered in the database.
3. Root cause analysis (RCA) is conducted.
4. Action plan and Communication plans are created.
5. Action plan is reviewed and approved by Dragon Team Lead.
6. Status is communicated to Requestor.
7. Coordinate and review action plan with Project Champion.

V. REVISION TRACKING:

DATE	REVISION SUMMARY	REVISED BY: NAME, TITLE