PROCESS PALOOZA: UC SAN DIEGO LEANING TOWARD SUCCESS

FOCUS ON EFFICIENCY

TUC San Diego's Process Palooza provides a fun, creative and instructional day-long event – with a conference, workshops and competitions with a focus on continuous improvement – for innovators across the UC system.

Within UC San Diego's strategic plan, goal No. 5 is creating an agile, sustainable and supportive infrastructure by ensuring a dedication to service, people and financial stewardship. Various forms of the word "efficient" are used 11 times to further explain the goal.

Translation: Be nimble and do more with less. Any savings in time or money is directly reinvested back to the university's core mission.

Created by UC San Diego IT Services and UC San Diego Extension, Process Palooza started as a unique event focusing on business process improvement and then spawned a university-wide embrace of continuous improvement and business excellence. The first-of-its-kind event in 2017 hit a maximum capacity of 500 participants, resulted in 30 practical improvement ideas across two large campus processes, engaged all vice chancellor areas, and launched two core initiatives – lean bench and a business excellence community of practice – to help build and sustain a mindset shift toward continuous improvement.

"Continuous improvement" is the mindset, and Lean Six Sigma (LSS) is one of the key methodologies promoted. LSS is about eliminating waste and reducing defects. The practical effect is streamlining and optimizing to improve quality. These principles apply to all facets of campus: academic units, the medical center and research administration. There are more than 1,600 certified LSS practitioners at UC San Diego who have earned yellow (beginner), green (intermediate) and black (expert) belts through the UC San Diego Office of Strategic Initiatives and UC San Diego Extension.

The organizers decided to bring people together with a hybrid event, and Process Palooza incorporates a conference, expo and competition for faculty, students, researchers, staff, LSS practitioners, non-practitioners and alumni. In its second year, it was opened to participants across the UC system and the public.

Conference goals are twofold:

- Provide each attendee an opportunity to experience, learn about and grow continuous-improvement practices across campus.

- Bring continuous-improvement enthusiasts together and deploy their collective knowledge in a structured, impactful way.

MILESTONES

January–December 2018
- Small pop-up Process Paloozas, including presentations, webinars and booths, were held across the year to promote continuous improvement and Process Palooza.

August–December 2018
- All event planning was conducted in just over four months.

Process Palooza 2018 incorporated a conference, expo and competition:

- Conference learning tracks for everyone:

    - Six conference tracks with a total of 16 45-minute presentations:

        - UC San Diego Healthcare, three presentations

        - Innovative Collaboration, two presentations

        - Lean Journey, two presentations

        - Process, Measures and Analysis, three presentations

        - People and Change, three presentations

        - LSS Overview workshop, three workshops

- Expo Networking and community building

    - The expo captured individual stories both on the red carpet, where attendees were interviewed by emcees, and in the Share Your Story booth, a reflective space where individuals or groups shared their continuous-improvement story. It also connected attendees with continuous-improvement games, challenges, tours and time to connect with colleagues.

    - Exposition booths included:

        - Analytics via Activity Hubs

        - APEX, Jacobs School of Engineering, UC San Diego

        - Aventri Event Management

        - Business Excellence Community of Practice, UC San Diego

        - Center for Mindfulness, UC San Diego

        - Enterprise Systems Renewal, UC San Diego

        - IdeaWave

        - Lean Bench, UC San Diego

        - Lucidchart

        - Minitab

        - Office of Operational Strategic Initiatives, UC San Diego

        - Project Management Institute, San Diego

        - Resource Management and Planning

        - STRIVE Leadership Development Program, UC San Diego

        - UC Path, UC San Diego

        - UC San Diego Extension

        - UC San Diego Library

        - VirBELA

PROJECT TEAM

CO-HOSTS:

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- The Great LSS Race, a process-improvement competition using Lean Six Sigma (LSS) methodology took place all day with teams reporting out their recommendations to a panel of LSS experts and the audience in the afternoon.

  - 36 competitors, six teams of six people, were selected to compete

  - Two real UC San Diego processes were the subject of the competition, three teams per process

  - Two teams took first place, one for each of the two competition processes

  - One person from each team was voted best in team

QUANTIFICATION AND RESULTS

There were 876 in-person attendees at the 2018 Process Palooza, and one-third of these attendees were from the health-care industry (academic and practice). Event attendance and engagement at the 2018 Process Palooza was nearly double the attendance of the first event in 2017.

Hundreds of people watched the expo, conference presentations and The Great LSS Race remotely.

Increased presentations focused on project management, process improvement and organizational change management. Three presentations were made the first year at the 2017 event, and there were 16 presentations in 2018.

More than 100 people volunteered for the event.

IMPACT AND BENEFITS

Executive support of the event was increased by featuring them on the red carpet or in other filmed opportunities to promote the importance of process and continuous improvement.

A 2019-2020 Train Up campaign will promote and track training.

Representatives from all UC and California State University system business and non-profit organizations were in attendance.

Comprehensive representation from across UC San Diego was present.

Improvements made by competition process owners will be published in 2019.

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SPONSORS AND DONORS

2018 Process Palooza sponsors and donors:

- Platinum: Enterprise Systems Renewal, UC San Diego

- Gold: Office of Operational Strategic Initiatives, UC San Diego

- Silver: Aventri, Costco Optical, GoLeanSixSigma.com, Lucidchart, Minitab

Thirteen donors cumulatively contributed more than $13,000 in raffle prizes:

- Holiday Bowl

- Leucadia Pizzaria & Italian Restaurant

- NatSweets

- Project Management Institute San Diego

- Ransomly

- Saint Archer Brewery

- San Diego Padres

- San Diego State University basketball team

- Snooze Eatery

- UC San Diego Bookstore

- UC San Diego Center for Mindfulness

- UC San Diego Challenge Course

- Urban Eats

LESSONS LEARNED

1	Space is a premium
2	Restructure the timing and location of the Great LSS Race
3	Design audience engagement opportunities for the Great LSS Race
4	Engage champions earlier, hold focus groups and conduct surveys
5	Promote remote attendance well in advance
6	Close event with keynote
7	Continue to promote individual continuous-improvement stories
8	Continue to incorporate campaigns focused on training, impacts and benefits
9	Continue to identify outreach opportunities

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FURTHER REFERENCES

Process Palooza website and video:
http://processpalooza.ucsd.edu

Day-long Expo, The Great LSS Race and conference recordings:
http://processpalooza.ucsd.edu/program/zoom.html