

Finance and Operations Unit Review Organizational Profile and Planning Template

Completion of a self-study using this template will permit unit leadership, in conjunction with senior leadership to:

- determine the overall strengths and opportunities for improvement
- provide a rationale for choosing either an internal/external peer review or a lean event to satisfy the requirement to complete a unit review every five years.

Calendar Year:

Unit Name:	
Unit leader:	
Senior Leader:	

I. Organizational Profile

A. Organizational Environment

1. Describe the functions of your unit within the scope of the university's mission.

- What programs, services, or products do you provide?

- Are there any developments on the horizon related to the functions of your unit?
No_____ Yes _____ if yes, please explain:

2. What is your organizational culture?

- Please attach your mission, vision, and values, if available.

3. Staffing profile: Request a report from your Senior HR Rep from HRIS including:

- Name
- Classification
- Functional Area
- Length of service
- Information from My Training
- Other items as requested

- Are there educational or specific skills that will be required in the next five years?
No_____ Yes_____ if yes, please describe:

Finance and Operations Unit Review

Organizational Profile and Planning Template

Are there safety or special health considerations?

No_____ Yes _____ if yes, please explain:

- What type of personnel development (other than My Training) has occurred within the unit in the last five years?
- What type of innovative, creative work/research, conference presentations, or publication of articles have occurred within the unit?
- What is your perception of the satisfaction/engagement level of the personnel within the unit?

(5) Very Good	(4) Good	(3)Average	(2)Poor	(1)Very Poor
---------------	----------	------------	---------	--------------

- Are additional personnel needed for most efficient functioning of the unit?
No_____ Yes _____ if yes, please describe:
- Are you able to recruit and keep employees with needed skills?
Yes_____ No_____ if no, please explain:

4. Are financial resources being used effectively in the unit?

Yes_____ No_____ if no, please explain:

- Are additional financial resources needed for most efficient functioning of the unit?
No_____ Yes_____ if yes, please explain:

5. Is the current space allotment adequate for your unit?

Yes_____ No_____ if no, please explain:

Finance and Operations Unit Review

Organizational Profile and Planning Template

6. **For what major facilities, technologies, and equipment needs are you planning?**

7. **What are the regulatory requirements under which your unit operates?**
What regulations, if any, imposed by an agency or organization outside your institution do you deal with on day-to-day basis? (Examples: OSHA rules, Federal Financial Aid Regulations, Building Codes, etc.).

B. Unit/Organizational Relationships

1. **Attach your unit's organization chart showing relationship(s) to FO and the University.**

- Is your organizational structure relevant and efficient?
Yes_____ No_____ if no, please explain:

- Are all of the positions, roles, responsibilities, and expected qualifications well defined and necessary?
Yes_____ No_____ if no, please explain:

2. **Who are your customers?**

- How do you know how they feel about your products and services?

3. **Are there partners that are critical to your success?**

- What works well for communicating with them?

- How could communication with your partners be improved?

Finance and Operations Unit Review

Organizational Profile and Planning Template

Unit/Organizational Challenges

A. *Competitive Environment*

- Do you have competitors for your products or services?
No_____ Yes_____ if yes, please explain:
- How do you find out about your competitors?
- What limitations, if any, are there on your ability to obtain this information?
- What are your options for partnering with your competitors?

B. *Strategic Context*

- What challenges are you facing?
- At what does your unit excel?
- Are there any specific challenges that may threaten organizational stability?
No_____ Yes_____ If yes, please describe:

C. *Performance Improvement System*

- How do you know that you are continuously improving as an organization?
- How do you know that you are continuously improving as individuals in your unit?
- Has the unit engaged all personnel in both planning for and assessing improvement?
Yes_____ No _____ if no, please explain:

Finance and Operations Unit Review Organizational Profile and Planning Template

II. Planning and Assessment for Unit Review

After completing the Organizational Profile (p.1-4), finalize the top three to five strengths or best practices you want to sustain and the top three to five challenges or issues you need to overcome. Use them as a basis to determine the expected outcome(s) and how you will structure the review.

Strengths or Best Practices	Challenges or Issues
1	1
2	2
3	3
4	4
5	5

1. Describe the unit's internal planning and assessment process currently used.

- Attach customer satisfaction surveys that you use.
- Attach the personal performance review template you use and other examples of relevant assessments.
- Analyze previous unit review reports, recommendations, and action plans. Recognize successes and unfinished items that are still pertinent.

2. Do you receive input from any external advisory group and if so, how is this input used?

Yes_____ No_____

- Please explain.

Finance and Operations Unit Review Organizational Profile and Planning Template

3. Please attach your current Strategic plan to show how your unit supports the goals of the Finance and Operations Balanced Scorecard.

4. What cost savings or cost avoidance have you realized in the unit through process improvements?

5. Policies and Procedures

- Are the policies and procedures used for efficient functioning of the office fully documented and available for review?

Yes_____ No_____ If no, please explain.

6. What process review procedures do you use? (For example, have you conducted a lean review or other process improvement activity? Please describe.)

7. How do you interact with other units on campus (e.g., FO or ITS) to provide services to faculty, staff, and/or students?

- Do any of these interactions create opportunities for a process review or lean event?

No_____ Yes_____ If yes, please describe.

Finance and Operations Unit Review Organizational Profile and Planning Template

8. Who should participate on the Unit Review team or in a lean event?

- Determine a mixture of internal, peer, or other external members to be involved in the unit review process.

If for a lean review, consider	If for a broader review, consider
Direct Customers	Peers at other institutions
End Users	Peers in the community
Unit staff members	Accreditation or certification agencies
IT staff	Customers
Suppliers	Suppliers
Others	Others

9. Timing the review

- What time of year will be best for all involved to complete the review?
- How long will it take to get on participants' calendars?
- Who would be your contact person(s) to assist with scheduling?

10. Scope of the review

- Where do you want your review team to focus? i.e., a specific process, challenge, regulatory requirement, certification, or other?
- Identify 1 or 2 outcomes you desire as a result of your unit review or lean event.
- Other

Finance and Operations Unit Review Organizational Profile and Planning Template

III. Finalizing and Selecting the Unit Review Planning Process

Upon completion of our unit's self-study, we have selected the following option for to satisfy completion of our 5-year unit review.

Internal/External Peer Review _____

Lean Event _____

Briefly explain the rationale for this choice

For Unit: _____

Unit Leader: _____ Date _____

Senior Leader: _____ Date: _____