



THE NEW  
University  
Operating  
Model

*the way we work*

# Service Improvement and Innovation

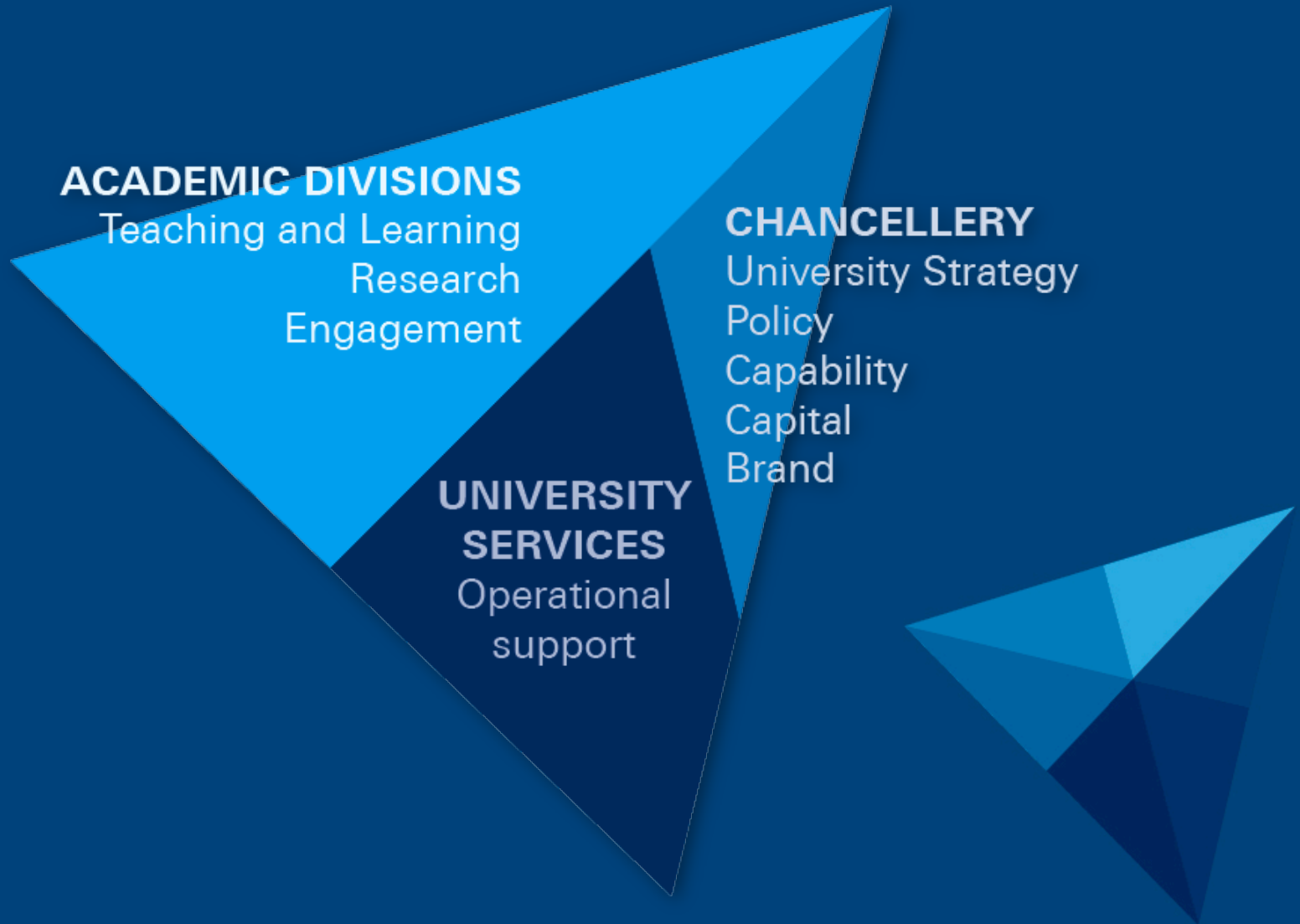
16 October 2015

# Fast facts

- Business Improvement Project (BIP) has four objectives
  - Increase efficiency (\$95M in a full year – 2017)
  - Enable academic performance
  - Improve student experience
  - Enable professional excellence
- Key methods
  - Implement new Melbourne Operating Model
  - Improve business processes
  - Improve procurement (\$35M in a full year – 2017)
  - Build capability
- Progress
  - University Services operational since Feb 2015 (1600 staff)
  - Stage 2 of Lean/Agile service improvement program underway



# The new Melbourne Operating Model



# University Services



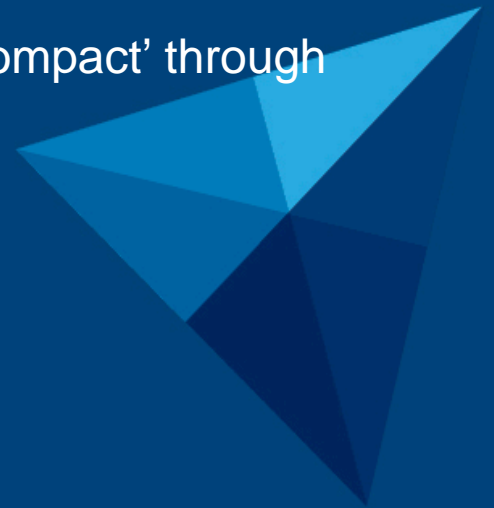
# Strategy

- **In 2005** the Growing Esteem strategy envisaged the University of Melbourne by 2015 as the leading university in the nation, with world-renowned research, a distinctive and graduate-focused teaching profile and a much-strengthened sense of connection to its many communities
- **Growing Esteem 2010** confirmed the aspiration to be counted among the finest universities in the world, and identified the need for an in-depth review of research strategy, while also emphasising the importance of engagement in enriching and shaping research and teaching
- **Growing Esteem 2015–2020** seeks to fully realise this vision, while adjusting elements of the plan in response to national and global change and increasing demand for research and education

By 2020 we aim to cement our position as one of the finest universities in the world – to be the Australian university of choice for the most talented students and scholars worldwide.

# Growing Esteem Themes

- Building on strength, setting our own course
- Challenge of scale -
  - volume, productivity, flexibility
  - Research: focus, critical mass, academic capability
- Students First- the Melbourne Offer (curriculum, technology, mobility, graduate outcomes, student experience)
- Strengthening academic performance and the `social compact' through engagement, delivering public value
- Building global impact
- The platforms : Sustainability, People, Infrastructure





THE UNIVERSITY OF  
MELBOURNE