

Dear Faculty and Staff:

Many of you have come together over the last several years to implement new technologies and processes, and departments and divisions continue to deliver highly effective administrative processes. I am very appreciative of the work that so many of you have done and continue to do to benefit the University of Memphis and our students, faculty and staff.

In order to further our efforts and fully leverage our improved technologies, the provost, each vice president and I ask for your continued help as we undertake a major administrative process improvement project. As part of this effort, many of you will be asked to be involved in the work of process improvement. More generally, we will all be required to do things differently, and sometimes do different things in our work.

Initiated by my office and the members of the President's Council, we begin this week with a call for external assistance to guide us in the implementation of major process improvements across the entire institution. Our goal is to engage a cost-effective consultancy that can work with current staff and resources. The external group will work through a major process improvement with us as they pass along methodologies and approaches that can be sustained. The focus will be major administrative processes, and particularly those that cut across many units, in an effort to realize the significant gains in efficiency and effectiveness.

You will be updated upon the selection of an external group, which should take place in early 2010. Consultations with the faculty and staff senates and student leaders will take place as this work unfolds. I have asked Dr. Teresa Hartnett (teresa.hartnett@memphis.edu) to lead this effort, and Dr. Tom Nenon has agreed to serve as co-lead. They will be working with the executive officers and cross-functional groups to implement change.

As you are aware, higher education continues to face challenges as we strive to sustain and grow quality educational opportunities for our students while containing costs.

I look forward to your continued good work.

Shirley C. Raines, President



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