



# Process Palooza 2017

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Associate Dean, Professional & Continuing Education



# Extension

Professional Education

Continuing Education

Corporate Programs

MAS Programs

English Language Institute

UCTV & UCSD-TV

Precollege

Research



UNIVERSITY OF  
CALIFORNIA  
TELEVISION



# Professional Education

- 102 certificates
- 176 new courses (2016)
- Cutting edge skills
- Real world knowledge taught by Practitioners
- Individuals, Organizations, Community



Arts	Humanities
Business & Leadership	IT & Software Engineering
Data Analysis	Languages
Digital Arts	Law
Education	Life Sciences
Engineering & Technology	Mathematics
Environment & Sustainability	Public Service
Healthcare	Writing

**63,618** <sup>CE</sup>enrollments

Number of enrollments

**26,475**

Number of enrollees

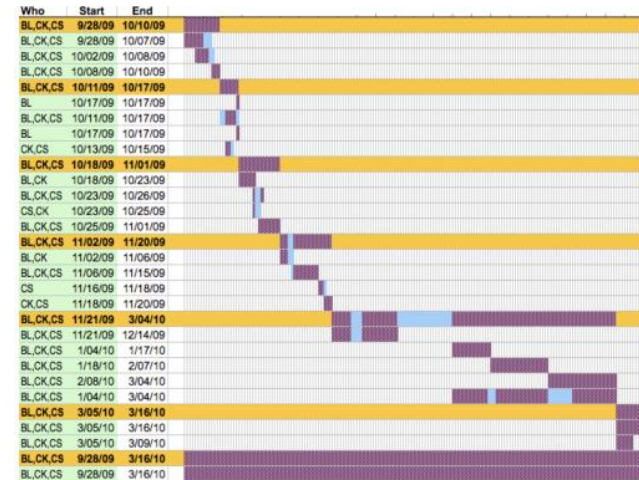
**4,703**

Number of courses

# Project Management

*the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements.*

- Instructors are active practitioners
- Online or On Grounds
- Hands-on, simulated projects
- Industry-neutral curriculum
- Aligned with PMBOK
- Interpersonal skills development



**Get things done!**

# Lean Six Sigma – Green Belt

*a systematic method to improve performance and reduce variation in operations to achieve productivity and profitability gains.*

## Invoice Processing

Campus Accounts Receivable Tool that reduced administrative overhead by 75% (hours spent invoicing) \$200k additional annual recovery of sponsor-obligated funds

Select and define problem

Gather data for measurement

Analyze and validate root cause issues


Recommend and implement solutions

Control and maintain solutions


**Get things done efficiently and accurately!**

# Lean Six Sigma – Black Belt

*a systematic method to improve performance and reduce variation in operations to achieve productivity and profitability gains.*



Healthcare billing of oncology drugs  
48% increase in scanning rate; \$5.4M (at charge) billed



- Select and define cross-functional problem
- Gather data for measurement
- Deep-dive analysis and validation
- Implement solutions and support change
- Control and manage solutions

**Get cross-functional things done efficiently and accurately!**



**Please visit our booth  
for more information**