

BUSINESS PROCESS STANDARDIZATION BEST PRACTICES FRAMEWORK

A **process** is a sequence of **valued added** steps or activities that are organized to achieve a desired output or result. Processes are a part of everything we do, but when they are not **standardized** or performed according to a routine procedure, the result is variation and poor quality to those who are the clients or beneficiaries of the service. Standardizing processes and removing variation in how they are executed will produce higher quality, faster service, and administrative excellence, which will allow for a greater reinvestment of resources into UCR's research and teaching mission.

