

Strategic Continuous Improvement

We value innovative ideas that challenge the status quo, empower each team member to make changes that deliver results, and we seek to add value in everything we do.



***A Valued & Trusted
Financial Partner***

Sample Descriptive Behaviors

- Uses Lean tools to discover opportunities to improve processes
- Plans and tests ideas prior to implementation
- Identifies metrics for success
- Evaluates outcomes to determine success
- Asks, "How might we?" to challenges the status quo
- Schedules dedicated times for innovative thinking and discussion
- Asks others what matters most (value)
- Considers processes from end to end - outside of immediate function
- Proposes innovative ideas
- Asks for feedback from team members
- Sees a problem and proposes a solution
- Actively observes and sets time aside to discuss lessons learned
- Celebrates innovative ideas in a meaningful way
- Communicates desired outcomes to empower team members to achieve them Sets ambitious goals for performance
- Asks "Why do I do this? Is this valued by the people I support?"
- Collects feedback from partners seeking opportunities to improve
- Takes calculated risks and learns from failures in the spirit of improvement
- Measures work (productivity, quality, accuracy, etc.) to identify opportunities for improvement
- Participates in continuous improvement projects
- Sets and works towards shared goals across UVAFinance
- Publicly recognizes improvements
- Questions the purpose behind process steps and questions whether they are producing value
- Seeks out best practices
- Creates space for innovation
- Assesses current state process/steps to identify opportunities for improvement
- Engages vendors/external partners in continuous improvement efforts