Applying Business Process Improvement Concepts to Academic Advising: A Case Study on the Efficiency Improvement Approach

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EXECUTIVE SUMMARY

This article describes how the concept of business process improvement was successfully applied to the advising process at a College of Business in a mid-sized public university in western Pennsylvania. The cost of improvement was very minimal, yet it resulted in less wastage of time and effort for all constituents: the students, faculty and office staff. Although the main focus of the project was to achieve efficiency of the advising process, there was an unexpected positive outcome: the quality of advising also improved.

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