université de BORDEAUX

EASI Lab

université de BORDEAUX

EASI Lab : what is it ?

Excellence of **A**dministration by **S**implification and **I**nnovation

In other words the objective of EASI Lab is to improve and empower our processes in order to increase the **service quality** and **the efficiency of our activity** in terms of **resources, image, user experience and security**

Staff

Improve the quality of work life by modernising the tools and decreasing the non value added tasks

Users

Provide services of equal quality
Speed up and aim for zero defects in the processing of their demands

University

Improve the management capability and maximise the resources

EASI Lab’s key figures

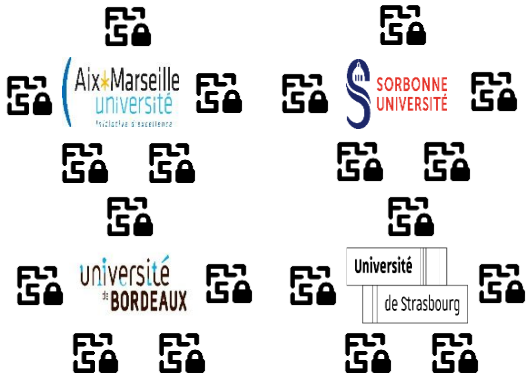
1 **Innovation lab** where we redesign the work processes and modernise our information systems

4 **Universities** sharing their competences and resources to solve common problems

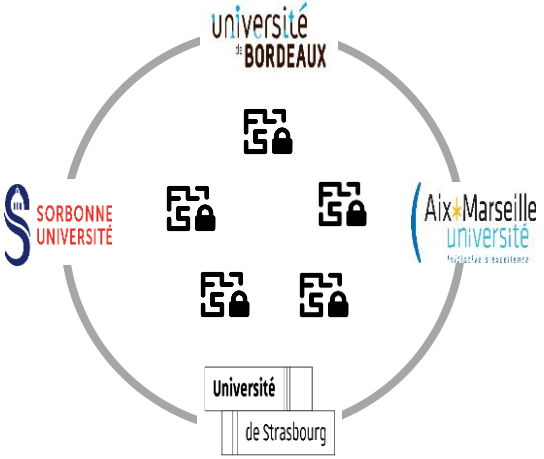
6 **M€** over 4 years invested by the government with Bordeaux university to boost our transformation (700M€ overall)

5 **Projects** for proving the lab concept (financial agreements – elections – HR digitalization – shared service centers – recruitment)

EASI Lab : a real paradigme shift



Initial situation

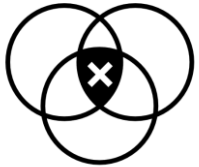


EASI Lab

- The idea of EASI lab is born from the observation that we were trying to solve the same problems each from our side…
- So we decided with Aix-Marseille, Strasbourg, Sorbonne and Bordeaux to work together, share our competences and resources to solve those problems

EASI Lab’s philosophy

3 principles which are simple but not that common between potentially competing universities



To be focused on what we have in common rather than our differences to allow a real qualitative leap

To be in a attitude of trust to each other

To be ready to invest time and energy on this common project as well as on our own projects

EASI Lab’s methodologies and support

The 5 projects will be implemented FOR and WITH the agents and users (students, teachers, researchers, staff), associated to each phase :

- **The choice of the projects was based on feedback (user surveys, collaborative workshops, quality of life at work surveys)**
- **The measure, analysis and process improvement phases will be held with stakeholders in the four partner universities**
- **The implementation of the solutions will be done in collaboration with users and staff**

EASI Lab will offer universities full support throughout the projects :

- **Methodological support during the processes’ improvement phase**
- **Technical support in the choice of the digital solutions and management of providers**
- **Change support during the implementation phase (organisational consulting, management support)**
- **Training for the staff on the tools and methods used on the projects (lean 6 sigma, creativity / agility methods)**

Organisational challenges

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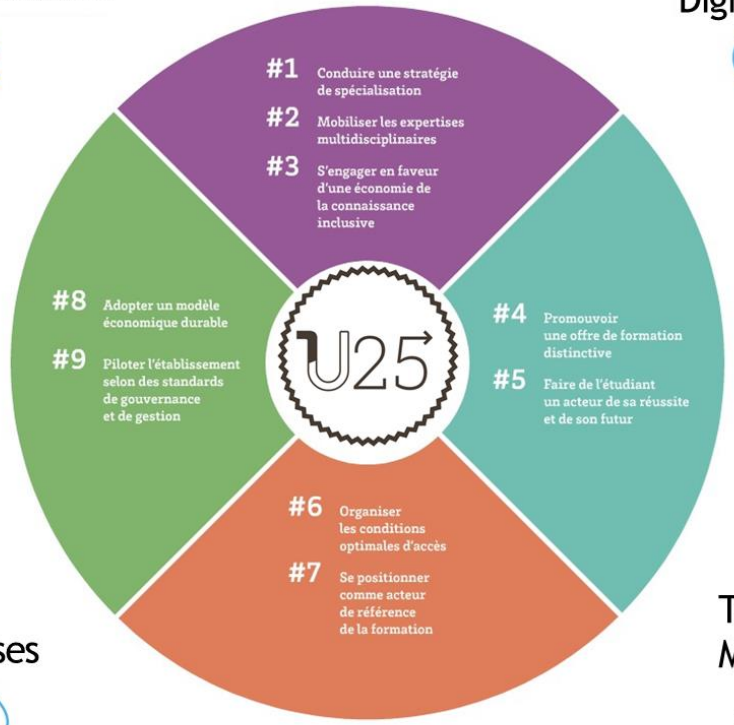
U25 strategic plan

CREATING A UNIVERSITY THAT MATTERS

Internationalization

Digital environment



INSTITUTIONAL EFFECTIVENESS

TRANSFORMING THE ACADEMIC EXPERIENCE

Urban Campuses

Talent Management

HIGH IMPACT RESEARCH, INNOVATION AND CREATIVITY

THEME 04

INSTITUTIONAL EFFECTIVENESS

#8 OBJECTIVE

To adopt an economic policy that enables a sustainable and autonomous university to grow and adapt to the current and future needs of higher-education.

#9 OBJECTIVE

To establish high quality governance and management practices for the overall university structure that aligns with the mission and values of the university.

With 4 priorities and leverages for staff

INTERNATIONALIZATION

Adopting a comprehensive approach to internationalization, we aim at upscaling the global profile of the university, improving the overall performance of all is activities: research, education, innovation and administration.

DIGITAL ENVIRONMENT

To integrate and leverage digital learning technologies across programs and services to empower students, faculty and staff to engage in the learning and teaching process more completely while facilitating the accessing of and dissemination of knowledge in order to enhance the learning experience.

URBAN CAMPUSES

The location of our campuses is one of our many strengths; and while being located in the center of one of the most culturally rich and prestigious cities in Europe may offer many perks, we want to increase and strengthen our support for the continual development of a campus that is socially engaged with the territory and that serves as a resource for knowledge and innovation.

TALENT MANAGEMENT

It is essential that we stay up-to-date with the competitive markets for talented faculty and staff in order to maintain and develop a talented and skill faculty/workforce that are vital to the success of our university.

Our major organisational challenges

Reconcile “quality and transformational challenges” with “sustainability requirements”

- **In a context of constrained resources, we have to free up room for manoeuvre to enable us to develop new projects and provide a better quality of services**
  - by improving and digitalizing our processes (see EASI Lab approach) and make our organisations more agile and efficient
  - by developing a real forward-looking approach to workforce and skills management
  - by constantly monitoring the financial sustainability of each of our decisions
- **One of the key factor for success will be our ability to work better together, by embodying concretely the values of solidarity and creativity**
  - put human capital and staff empowerment in the heart and create the conditions for greater collective intelligence
  - provide a « made-to-measure » and context-adapted assistance with a wide-range of internal consultant and expert profiles : change management, leadership empowerment, individual and collective coaching, strategic programs and operational projects monitoring, risk management, lean management, design thinking …
  - support our education colleges and research departments to enable them to develop their sector strategy, optimise their organisation and improve their performance