

PROCESS OPTIMIZATION CASE STUDY

Student Registration System Improvement

⚙ BUSINESS PROBLEM

The current student registration process at UNISA takes 7 days from application to confirmation, causing student frustration and administrative backlog.

📊 CURRENT STATE ANALYSIS

- **Process Time:** 7 business days
- **Manual Steps:** 8 separate handoffs between departments
- **Error Rate:** 15% of applications require rework
- **Stakeholders:** Students, Admissions, Finance, Academic Departments

🔎 ROOT CAUSE IDENTIFICATION

1. **Manual Data Entry:** Admissions staff re-enter student data from paper forms
2. **Sequential Processing:** Each department waits for previous to complete
3. **Lack of Tracking:** Students can't see application status
4. **Duplicate Verification:** Same documents checked by multiple departments

🛠 PROPOSED SOLUTION

Digital Workflow Automation:

1. **Online Portal:** Students submit documents digitally once
2. **Parallel Processing:** Departments work simultaneously with shared data
3. **Status Dashboard:** Real-time tracking for students and staff
4. **Automated Validation:** System checks document completeness

📈 EXPECTED BENEFITS

- **Time Reduction:** From 7 days → 3 days (57% improvement)
 - Cost Savings: 20 hours/week staff time saved = R270,000 annually
- **Error Reduction:** From 15% → 3% rework rate
- **Student Satisfaction:** Status visibility reduces inquiry calls by 60%

📄 KEY DELIVERABLES

1. Current & Future State Process Maps
2. Stakeholder Requirements Document
3. ROI Analysis & Implementation Roadmap
4. SQL Queries for Process Data Analysis

🎬 NEXT STEPS

1. Pilot with 100 students in next semester
2. Train staff on new digital tools
3. Measure KPIs and adjust as needed

This case study demonstrates process analysis, stakeholder management, and ROI calculation skills applicable to any industry.