

Making Continuous Improvement Personal

ABOUT

The state's first public institution of higher learning, Texas A&M is a research-intensive flagship university that enrolls nearly 70,000 students and offers 133 undergraduate degree programs, 175 master's degree programs, and 92 doctoral degree programs.

INDUSTRY

Education

SIZE

Nearly 70,000 students

CHALLENGE

Texas A&M's Department of Financial and Accounting Services wanted its employees to embrace a philosophy of continuous improvement.



ACTION

The department implemented 15Five, which encourages the self-reflection and dialogue a continuous improvement culture requires.

RESULT

Adoption of continuous improvement philosophy. Increased employee engagement. Improved supervisor employee communication.

TEXAS A&M FEATURES

✔ Check-ins ✔ OKRs ✔ Reporting ✔ Pulse Check ✔ High Fives

A Commitment to Continuous Improvement

Ever since it opened its doors in 1876, Texas A&M University has been guided by values of excellence and integrity. In the spirit of those values, the university's Department of Financial and Accounting Services has committed to building a culture of continuous improvement.

But advancing a department's culture is hard work. "Instilling a culture of continuous improvement has been a challenge," says John McCall, Texas A&M's Associate Vice President for Finance and Controller. "[We have to get] all of our team members to think that way and not be content to just perform to the status quo."



Empowering Employees to Reflect and Speak Up

Continuous improvement culture isn't just about streamlining and optimizing processes: It's also about self-improvement—challenging yourself to do better every day. 15Five encourages self-improvement by asking John's team to reflect and consider their performance.

“15Five helps our employees embrace the continuous improvement philosophy by giving them a voice and prompting them through the process and questions,” explains John. “It empowers them to communicate their ideas.”

Recognizing the whole team is another important aspect of continuous improvement culture, and 15Five's High Fives feature gives employees across the department a fun way to celebrate one another's contributions.

“High Fives are a real morale boost,” says John.

FINDING THE RIGHT SOLUTION

John researched various performance management solutions, but 15Five was the clear winner.

“I looked at other solutions for comparison ... but [they weren't] as robust as 15Five,” he says.

Another differentiator was the product's clear, intuitive user interface.

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15Five adds to our ‘best place to work’ environment by enhancing supervisor employee communication, interaction, and recognition.”



JOHN MCCALL

*ASSOCIATE VICE PRESIDENT FOR
FINANCE AND CONTROLLER*



Enabling Managers to Be Proactive

15Five also facilitates regular conversations between employees and managers, giving managers the feedback they need to take action.

“Not long after 15Five implementation, one of my department managers said he saw a low Pulse Check from an employee,” recalls John. “It prompted him to check with her and initiated a good conversation that helped lift her back up. He said he never would have known there was a problem without the Pulse Check.”

John appreciates that 15Five captures accomplishments and feedback throughout the year. “It provides an excellent source of information for the annual review,” he says.

In addition to helping individual employees grow, 15Five data also helps John and his team make larger-scale improvements. “A number of good process improvement ideas have bubbled up from 15Five that resulted in real change,” he says. By analyzing reports, he can identify trends in responses to weekly questions and use those insights to make strategic changes.

True to their philosophy of continuous improvement, John and his team are still finding new ways to benefit from 15Five. “The next step will be utilizing OKRs to tie everyone’s daily work plans to our vision objectives,” he says.



About 15Five

15Five is a continuous performance management solution that helps employees grow and develop, in just 15 minutes each week. Through a lightweight weekly check-in, 15Five delivers everything a manager needs to impact employee performance, including continuous feedback, objectives (OKR) tracking, recognition, 1-on-1s, and 360° reviews.

To learn more, visit www.15Five.com