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## Chancellor's Committee on Campus Morale – University of California, Riverside

### Best Practices

Best Practices is a dynamic process through which the University ensures that a commitment to excellence, as identified through its mission statement and established goals, is enhanced by all facets of University operations. This process is best achieved within a culture of collaboration and knowledge sharing. Best Practices draws on the talents and knowledge of all personnel to identify current successful practices, evaluate their effectiveness and explore options for improvement, which are then documented, shared and adapted for use by others.

Elements to consider when establishing a Best Practices program:

- ✍ Best Practice is more than a recitation of what is being done. It is a dynamic process.
- ✍ Develop a mission statement or vision plan and/or goals and base your Best Practices on them.
- ✍ Be innovative and open to change.
- ✍ Strive for excellence.
- ✍ Apply Best Practice techniques to both large and small situations.
- ✍ Develop ways for all staff to participate in the Best Practices process.
- ✍ Identify current practice and evaluate the practice to see if it is effective.
- ✍ Consider “cost, schedule, quality, performance, safety, environment, or other measurable factors.” (Best Manufacturing Practices (BMP))
- ✍ Within an organization, compare how different entities are doing similar functions.
- ✍ Evaluate and choose the best ideas to develop the Best Practice.
- ✍ Adjust, if necessary, for special situations.
- ✍ Document Best Practices.
- ✍ Publicize and share Best Practices.
- ✍ Use Best Practices that others have developed.
- ✍ Reevaluate Best Practices on an ongoing basis.

## BEST PRACTICES DEFINITIONS AND RESOURCES

"A Best Practice is a process, technique, or innovative use of resources that has a *proven* record of success in providing significant improvement in cost, schedule, quality, performance, safety, environment, or other measurable factors which impact the health of an organization."

Best Manufacturing Practices (BMP). <http://www.bmpcoe.org/faq/index.html#bestpractice>

"Best practice is not a fixed concept but a process of an organisation looking at how it is doing things now and identifying how it could do better. "

*Good, Better, Best Practices in ACE.* <http://home.vicnet.net.au/~acfenmr/contents.htm>

"Management practices and work processes that lead to world-class, superior performance."

HyperMedia Home Page. [http://www.walden3d.com/best\\_practices/bp\\_FCP\\_definition.html](http://www.walden3d.com/best_practices/bp_FCP_definition.html)

"Best Practice is a comprehensive, integrated and cooperative approach to the continuous improvement of all facets of an organisation's operations. It is the way leading edge organisations manage their operations to deliver world class standards of performance."

Best Practice in Research Information. <http://www.ntu.edu.au/library/bestprac.html>

**Best Manufacturing Practices (BMP) Center of Excellence.** A partnership among the Office of Naval Research's BMP Program; the Department of Commerce Bureau of Export Administration; and the University of Maryland's Engineering Research Center. Through its surveys, BMP identifies and documents best practices in industry, government, and academia; encourages the sharing of information through technology transfer efforts; and helps strengthen the global competitiveness of the U.S. industrial base. BMP publishes its findings in survey reports, and distributes the information. Exchange of data is between organizations at their discretion. <http://www.bmpcoe.org/index.html>

**Best Practice Basic Foundation.** The Best Practice Basic Foundation is designed to provide broad, base-level coverage of best practices. Includes a tutorial. <http://isds.bus.lsu.edu/cvoc/learn/bpr/mprojects/bp/bpbasics.html>

**Elizabethtown College.** Results of BMP survey at the college's Department of Plant Operations. Plant Operations uses a cross-functional team approach to support its groups, promote high quality delivery of services, and ensure consistency with the Department's mission, goals, and objectives. Documented Best Practices include recycling; performance contract; and managing change through a team environment. <http://www.bmpcoe.org/bestpractices/internal/etown/index.html>.

**Serving the American Public.** An electronic archive of government documents published by the National Partnership for Reinventing Government under the series title Serving the American Public. These documents are available via the University of North Texas Libraries Government Documents Department's CyberCemetery, search by "Serving the American Public." For additional documents search by key words "best practices." <http://www.npr.gov/npr/>

**University of Calgary Library Task Force.** Best Practices - New Measures of Library Excellence links. Links to model programs in library services. <http://www.ucalgary.ca/library/ltf/best.html>

**Pitcher Environmental Management.** A list of elements from the Australian Best Practice Program. <http://home.mira.net/~mpitcher/bp.html>