

Welcome

In this edition, we highlight a compelling case of people-driven transformation at Leeds Beckett University. Faced with ambitious recruitment targets and rising expectations, the university turned to Processfix to re-imagine its admissions processes through a series of collaborative, solution-focused workshops.

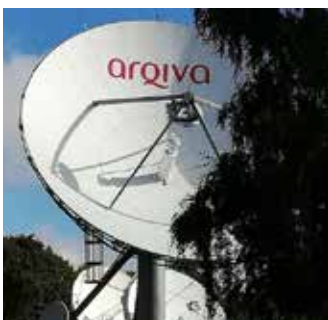
The transformation led to a 60% reduction in process steps, accelerated decision-making, and a renewed emphasis on customer satisfaction. Yet this story goes beyond operational improvement, it demonstrates how latent potential within existing systems and teams can be unlocked to deliver meaningful impact.

In a sector where agility and collaboration are more vital than ever, Leeds Beckett University exemplifies what is possible when organisations empower their people to lead change, establishing a foundation for sustained and continuous improvement.

NEWSFLASH!

Winchester, UK – August 2025

Arqiva, the communications infrastructure company at the heart of the UK broadcast industry, embed skills for process improvement



People-powered change at Leeds Beckett University

Cara McCosh, Change and Process Analyst, has spent over two decades driving operational improvement across Leeds Beckett University. Her most recent challenge? Transforming the university's admissions processes to meet ambitious recruitment targets whilst enhancing customer satisfaction, all without overhauling existing systems.



In 2023, then Director of Marketing, Recruitment & Admissions, Charlotte Renwick, commissioned a series of Processfix workshops to map and optimise the university's UCAS and direct application processes. The goal was clear: identify inefficiencies, streamline decision-making, and improve turnaround times all while keeping the customer experience front and centre.

Collaborative workshops, tangible results

The workshops brought together admissions colleagues, Digital Services and academic schools, creating a shared space for insight, challenge, and innovation. This inclusive approach proved critical. "Using the Processfix approach ensured we brought colleagues along as part of this journey," Cara explains. "That ensured the buy-in was there from the beginning."

The direct applicant process saw the most dramatic transformation. The number of tasks was slashed from 69 to just 28 - a 60% reduction - resulting in significantly faster decision-making and improved applicant satisfaction.

"Processfix helped us question why we do things the way they've always been done"

Cara McCosh,

Leeds Beckett University

Meanwhile, the UCAS process took longer to refine, as the team worked to better understand applicant needs and align changes with system updates. By September 2025, however, Leeds Beckett had successfully reduced the number of steps in the UCAS process steps by 30%.

Efficiency without new technology

One of the most striking aspects of this success story is that it didn't rely on new technology. Instead, the university focused on maximising the tools and talent already in place. "We realised that making the most of the technology we already have, and the

talent we already have across the organisation, is the key to success" Cara notes.

Processfix helped the team challenge long-standing assumptions and ask the critical question: why do we do things this way? That mindset shift has sparked a wave of continuous improvement, with further process reviews launched to build on the initial success.

Partnerships that last

The workshops also strengthened cross-functional collaboration, particularly with the Digital Services team. "The collaborative nature of the workshops helped us articulate what improvements we wanted to make and how, as a university, we could deliver them," Cara says.

As the higher education sector grows increasingly competitive, Leeds Beckett's story is a powerful reminder that agility, collaboration, and a willingness to rethink the status quo are essential. With Processfix as a catalyst, the university has not only improved its admissions service, it's built a foundation for ongoing success.

About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

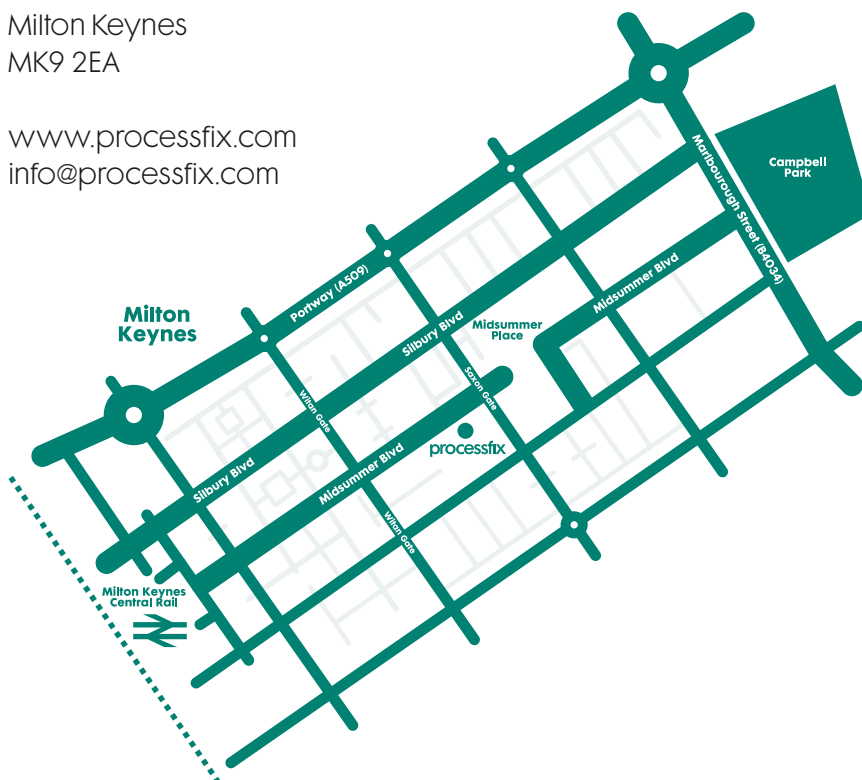
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

If you would like to find out how Processfix can benefit your organisation, please contact us at:

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