

# processfix

Summer newsletter 2026

## Welcome

Timetabling is one of those complex behind-the-scenes processes that keeps a university running smoothly. When it works, no one notices; when it falters, the effects are felt fast.

Dr Jayne Gifford has been at the centre of a major shift in how timetabling is approached at UEA. One rooted in collaboration, transparency, and a willingness to rethink long-standing processes.

Her reflections offer a candid look at what it takes to bring academic teams and professional services together around a shared goal: to create a timetabling process that genuinely supports staff and students. For Processfix, they exemplify the power of partnership in operational transformation.

By listening deeply, challenging assumptions, and building trust across departments, UEA has begun to reshape not just its timetabling process, but the culture surrounding it.

Dr Gifford's insights highlight how meaningful change happens when people feel heard, supported, and part of the solution.

## NEWSFLASH!

### Greenwich, UK – June 2026

University of Greenwich select Processfix to support process integration



## Transforming timetabling through collaboration: Reflections from UEA's Dr Jayne Gifford

As an Associate Professor in Modern History at the University of East Anglia (UEA), Dr Jayne Gifford is no stranger to navigating complex systems and the delicate balance between academic needs and operational realities. But when she first encountered Processfix during a workshop focused on the university's timetabling process, she discovered a new way of approaching this challenge; one that would reshape not only her work, but the culture of collaboration across the university.



### “The Processfix workshop was transformative in my role as Academic and lead for the Schools’ timetabling process”

Jayne's introduction to Processfix came through a hands-on workshop at UEA examining the universities timetabling process. The experience proved so valuable that she signed up for a Processfix masterclass, to deepen her understanding of the methodology and build the confidence to apply it within her School of History and Art History.

What followed was in her words, “transformative.” Timetabling at the university is a highly data-driven, multi-stakeholder affair,

mutual respect for the work carried out across different parts of the institution.

By embedding regular dialogue between academics and professional services, the team ensured colleagues felt supported and recognised for their considerable effort to produce the timetable each year.

For Jayne, the impact extended well beyond timetabling. As she embarked on an MBA at Norwich Business School, she found herself repeatedly drawing on the principles introduced by Processfix. The structured, inclusive and analytical approach became a natural reference point, reinforcing her confidence in tackling process challenges with clarity and collaboration.

This momentum has continued into her academic leadership role. Jayne has already applied the Processfix methodology to explore how admissions data can be used more effectively to inform resource planning in her Faculty. The thinking, tools and mindset developed during the workshop directly shaped her conclusions, demonstrating the lasting value of the approach.

Looking ahead, Jayne is unequivocal: she will continue to use Processfix techniques in her work. The experience has not only enhanced operational outcomes but also strengthened relationships, improved communication and empowered colleagues across the School.

Her journey is a powerful example of what happens when people come together with openness, curiosity and a shared commitment to improvement, exactly the spirit that Processfix aims to inspire.

and the three-day workshop provided the structure and clarity needed to deliver a new, sector-leading process. Central to this success was a commitment to communication between the University centre, Faculties and Schools.

One of the most significant outcomes was the creation of a shared digital knowledge bank, accessible to Associate Deans, Directors of Learning and Teaching, and School Managers. This centralised resource not only streamlined information flow but also reinforced a culture of

## 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.

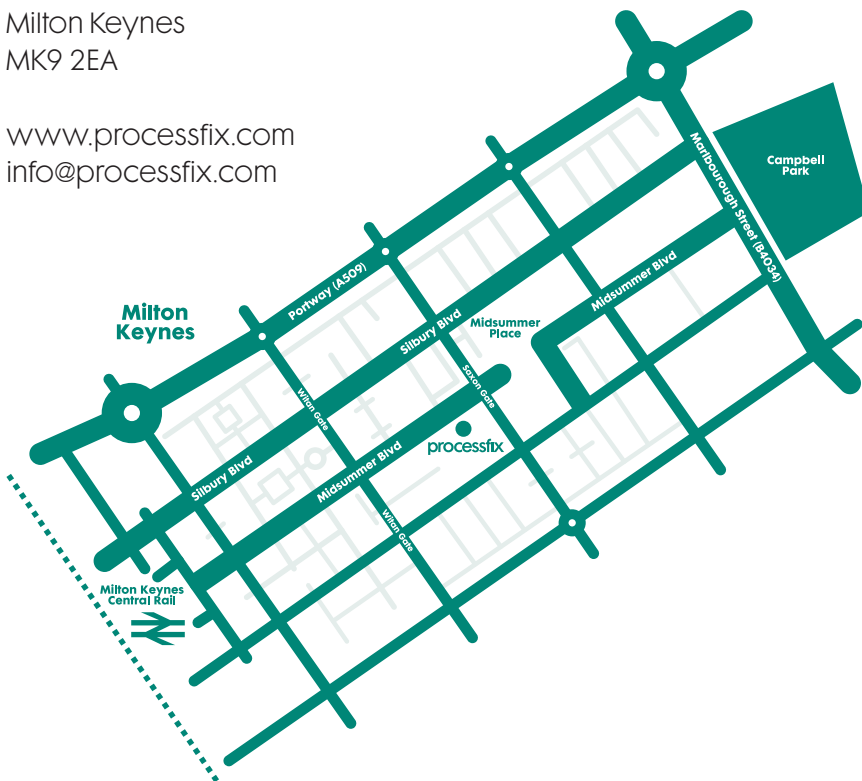
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

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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## And finally...

**"The Processfix facilitator training left a lasting impression on me and I haven't stopped thinking about it since"**

*Grace Warrie, Business Analyst,  
University of Warwick (June 2026)*

Read all about it in the next newsletter!



**Next masterclass  
29th October 2026  
Price £795 per person  
Book online at  
[www.processfix.com](http://www.processfix.com)**



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