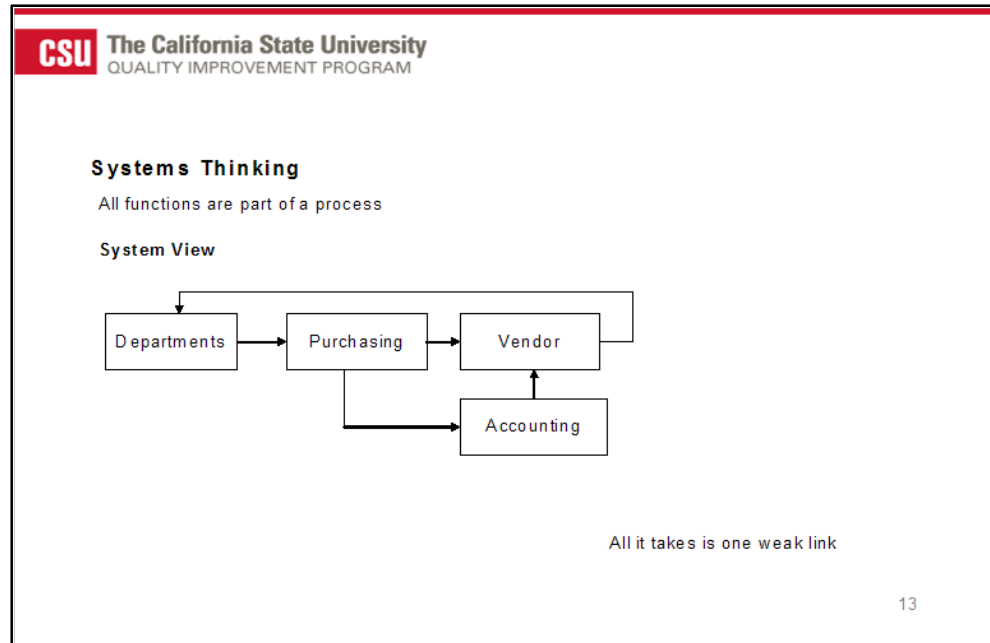


Systems Thinking

- Big picture approach (view from the top)
- View linkages between functions
- View how functions impact each other
- Consider customer needs
- Assure suppliers provide what is needed
- Prevents “silo” mentality
 - Thinking only of internal needs (my office, my division, etc.) instead of the entire University and how units and divisions work together toward a common purpose

Functional View



- All functions are part of a process
- Solution should consider everyone's needs

Systems Map

Systems Map – Process Inputs & Outputs

CSU The California State University
QUALITY IMPROVEMENT PROGRAM

Systems Thinking:
A system is a group of processes that together transform one or more inputs into an output of value

INPUTS **PROCESSES** **OUTPUTS**

Objective of Systems Thinking:

To provide tools that:

- Explore how systems operate at the macro level
- Identify existing or potential operational performance gaps
- Facilitate gap closure improving cost, quality, service or speed

12