

Anselmo A.<sup>1</sup>, Brandt, A.<sup>1</sup>, Drochner I.<sup>1</sup>, Fischer B.<sup>1</sup>, Gasper M.<sup>1</sup>, Kosemund C.<sup>1</sup>, Seidlhofer B.<sup>1</sup>, Staier F.<sup>1</sup>, Theile D.<sup>1</sup>, Vollmer A.<sup>1</sup>, Wolter B.<sup>1</sup> and Zeibig G.<sup>2</sup>

> <sup>1</sup> Helmholtz-Zentrum Berlin, Department of User Coordination (NP-ACO) <sup>2</sup> Helmholtz-Zentrum Berlin, Administrative Management (GF-I)



# **PROCESS MANAGEMENT IN USER COORDINATION**

### INTRODUCTION

The operation processes of the User Coordination (NP-ACO) are part of the bigger process landscape of the HZB. NP-ACO is responsible for coordination of and service for the use of scientific infrastructures, namely the synchrotron light source BESSY II and the CoreLabs which together tally at more than 3000 user visits per year. NP-ACO is responsible for 4 management processes, 14 core processes and 23 support processes.

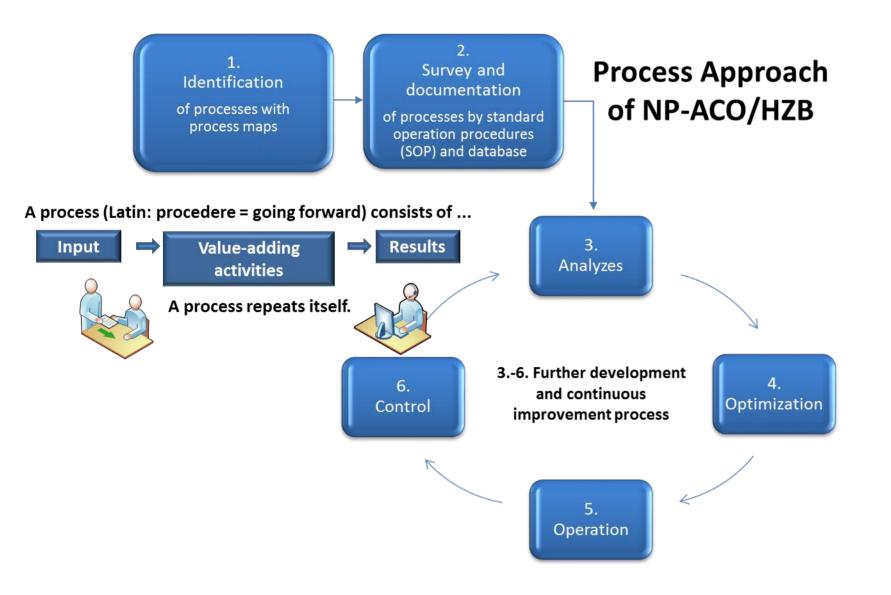




	Operation of Large-Scale Facilities and Infrastructures as well as Services for Users									
BER II	BESSY II	CoreLabs and Supplementaries	Scientific-Technica Infrastructure	Scientific-Technical Support	User Coordination	Quality Management	High Scient Best Research Best Scienti			

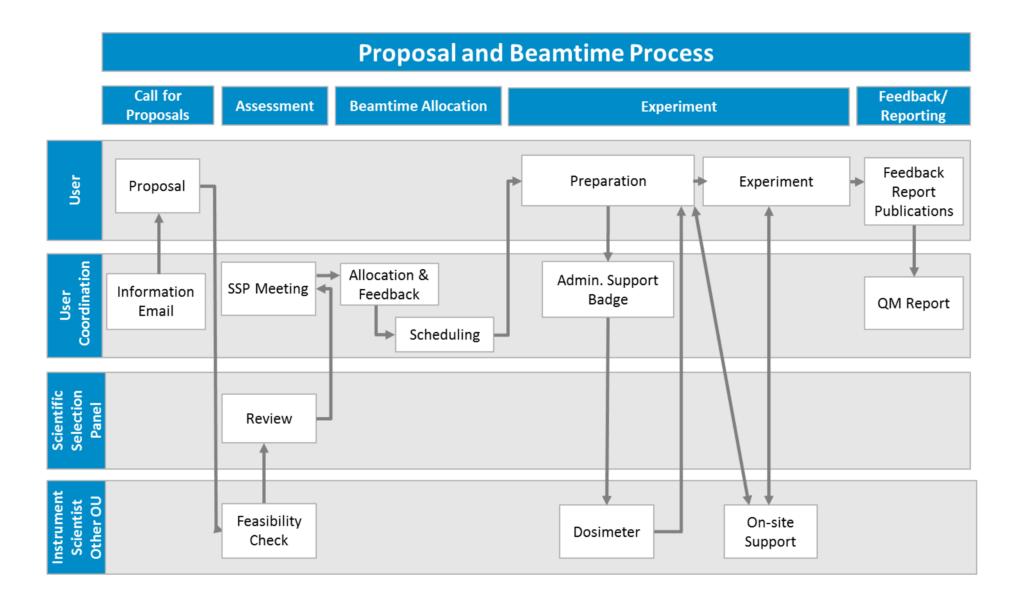
	User Office Operation (Services)	Proposal - Part 1 (Service Preparation)	Proposal – Part I (Reservation and Booking)	User Services I (Check-In and Service Desk)	User Services II (Check-Out)	Reporting User Office	Service for 15.000 Personal Emails 42.000 Generated Emails 1000 Rating Feedbacks Hostel Operation for 11.000 Overnight Stays 2000 Guests
	Infrastructure and Resources	Hostel Operation Hostel Adminstration	Cash Register Badges	Support Meetings Center Projects	Training and Coaching Chemical Safety	Maintenance Software Data Bases	Service for Community Meetings with 1500 Participants Collaboration in Internal and External
Support Processes		Purchasing	Secretariat NP-ACO	Services for Center Management	Hall Staff and Supervision		Projects
	Provider and Interfaces (HZB)	Center IT Design and QA Center General Administration	Center AWG Legal Center Human Resources	Center Communication Center Finance	Center Representatives Center Purchasing	Scientific-Technical Infrastructure Sample Environments	

### **PROCESS APPROACH**



The process approach is one principle of the quality management with ISO 9001.

### **MAIN CORE PROCESSES**

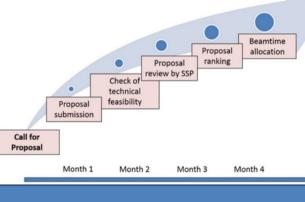


#### The flow chart shows the interactions with users at HZB from proposal submission

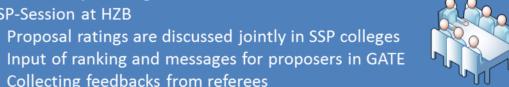
## **SCIENTIFIC SELECTION PANEL**

#### Top 20 Steps for the Scientific Selection Panel (SSP)

Month 1 (January, July) – Call for Proposal 1. "Call for Proposals" to user community Month 2 (February, August) – Proposal Submission 2. Reminders "Call for Proposals" 3. Automatic reminder for unfinished proposals 4. Registration of referees Month 3 (March, September) – Checks and Rating 5. Proposal deadlines (1<sup>st</sup> of March and 1<sup>st</sup> of September) 6. Feasibility check by beamline scientists 7. Feasibility check by beamtime manager



8. Beamtime manager decides proposal assignment (2 referees per proposal ) 9. Inform referees about start of reviewing and rating process 10. Referees start reviewing the proposals online from GATE database In case of large rating discrepancy a third referee is assigned 11. First contact to SSP secretaries for colleges Month 4 (April, October) – SSP Session and Ranking 12. Confirm SSP secretaries for colleges 13. SSP secretary training 14. SSP-Session at HZB



Collecting feedbacks from referees Month 5 (May, November) – *Beamtime allocation* 15. Beamtime allocation by beamtime manager 16. Discussing allocation and scheduling (with beamline scientists) 17. Final scheduling (measuring time and date) – online in GATE 18. Automatic information to user about scheduling or rejection Month 6 (June, December) - Announcements 19. Publishing plans for next year 20. Publishing dates for next SSP

The process approach involves the systematic identification and management of processes, and their interactions. It includes PDCA cycles for the continuous improvement process.

### **PROPOSAL ASSESSMENT STEPS**

#### By GATE-Application (1<sup>st</sup> step)

- Administration check (basic data, funding, industrial partners)
- Peaceful purpose check
- Pre-check proposal and scientific requirements
- Basic safety check
- In case of problems: User Coordination contacts proposer

#### By Instrument Scientists (2<sup>nd</sup> step)

- Technical feasibility check
- In case of problems proposer or User Coordination is contacted

#### By Scientific Selection Board SSP (3<sup>rd</sup> step)

Scientific rating by reviewer

#### By User Coordination and Management (4<sup>th</sup> step)

- Scheduling by ratings
- Final control by center management

#### By User Coordination (5<sup>th</sup> step - before arrival)

- Foreign law check (AWG)
- Safety check (declarations, equipment, substances, samples)

#### By User Coordination (6<sup>th</sup> step - arrival)

- Final foreign law check (AWG)
- Trainings check (radiation, safety)

### **CONFLICT MANAGEMENT**

**User Conflict Escalation Scheme** 

over beamtime allocation to feedback and reporting.

### **IT-TOOLS FOR OPERATION**

#### **IT-Tools for Communication and Operation**

#### Main Application

• GATE 1.6 (Database, Web-Application, Operation Management, Archive)

#### **Scientific Coordination**

- Homepage HZB/User Access for Information and Proposals
- Support Email Channels (Gate-Help, Photons, Beamtime Manager)
- MailStore Archive
- Gate-Request (IT Trouble Ticket System)
- IGAMA (Information System for Beamlines)
- Intranet (Internal Communication and Information System)
- POFSTA (Specifications for Programme-Oriented Funding)
- PASTA (Publication Statistic)

#### • EPICS (Data from Storage)

#### Administrative Coordination

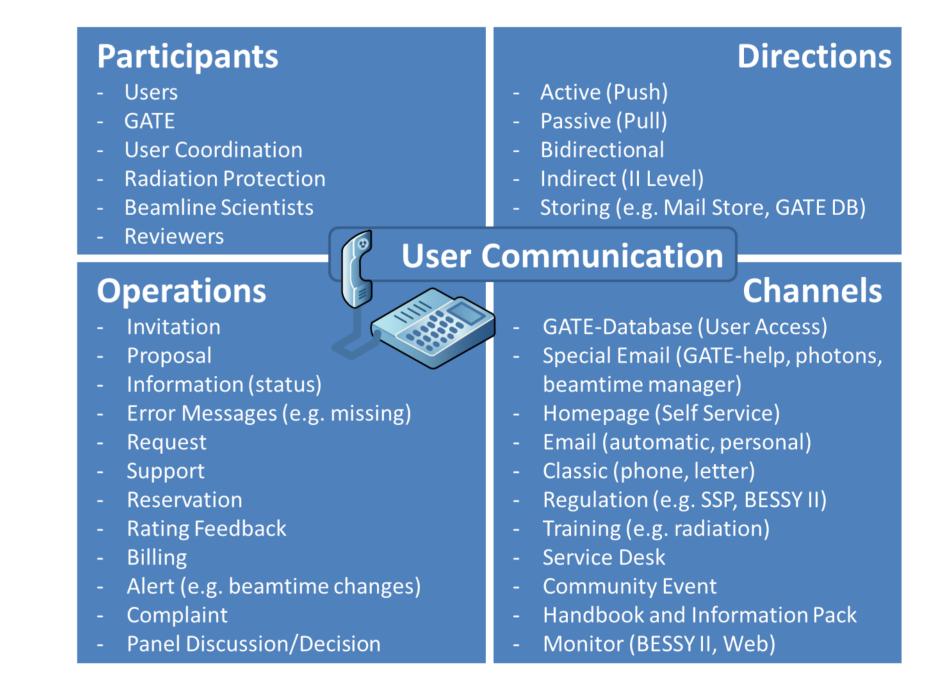
- HS3 (Hotel Management Software)
- Interflex (Access Card Software)
- ebiss (Procurement Portal)
- SAP (Management for Employees and Cost Centers)
- ORG, Shared Network, SharePoint (Document Management)
- Office (Visio, EXCEL, Outlook, Word, Access)

This compilation provides an overview of the IT tools used in User Coordination for communication and operation. The main application is GATE, which uses an Oracle database for operation.

### **CONTINUAL IMPROVEMENT**

**Continual improvement by Reporting and Committee Work** 

### **ELEMENTS OF COMMUNICATION**

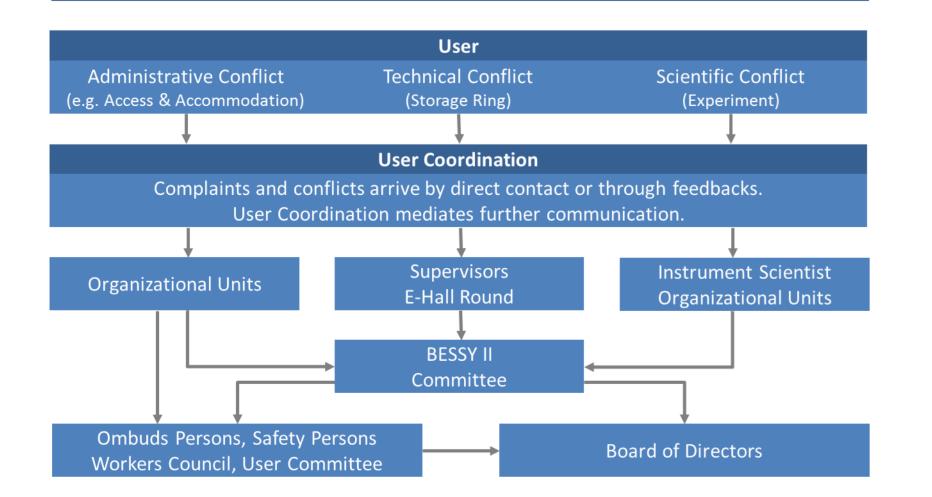


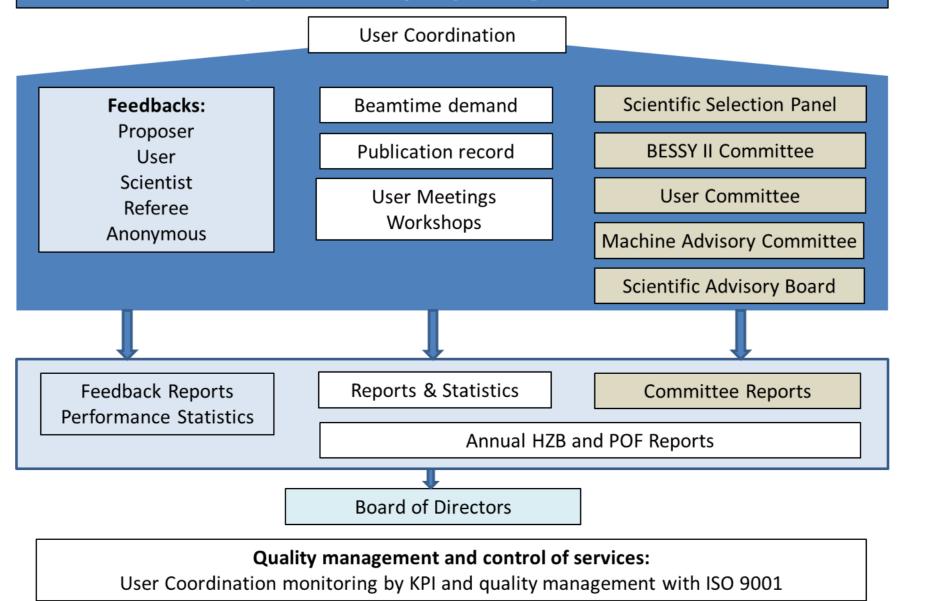
User communication at NP-ACO can be best described using four dimensions: participants, operations, directions and channels. Most of the elements above are interconnectable.

### **SERVICE CULTURE**

- WIMS (Content Management System (CMS) for Web)







The service culture of the User Coordination is characterized by: user focus, fairness, reliability, transparency, process approach, speediness and the will to improve.

# What can we do for you?

Necessary discussions and interactions are mediated by the User Coordination. The arrows indicate the path to the next level if the problem cannot be solved.

### **FILE AND DATA**

Data: Additional data related to this poster may be requested from the authors. Date: 18<sup>th</sup> of October 2017/released by AV File: Poster\_Processes\_NP\_ACO\_2017\_V4.pptx

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#### **MORE INFORMATION**



**Dr. Antje Vollmer** Department of User Coordination (NP-ACO) antje.vollmer@helmholtz-berlin.de Fon: ++49 /30 / 8062 - 14666

www.helmholtz-berlin.de/user