

# Hot Topics

TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER  
Business Affairs

*from Business Affairs*

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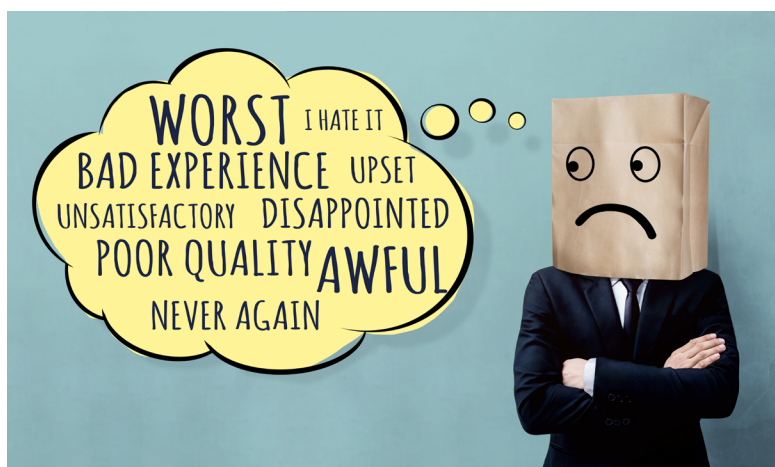
## Business Process Improvement

Reading from the TTUHSC Field Guide for 2019, Strategic Priority #5 on page 18: **Review business processes to ensure flexibility, efficiency and effectiveness that allow decisions to be made by knowledgeable, empowered and engaged team members.**

We all deal with bad business processes and poor customer service almost every day. And we usually wish we could tell the bad guys how to run their businesses. Maybe it's the phone company, cleaners, a government agency, internet provider, grocery store, barbershop, or your children's day care.

Or, maybe it's TTUHSC Business Affairs. This is your chance to tell your story. Help us stop the madness! Not familiar with Business Affairs? All of the departments are shown in the footer below. You can follow [this link](#) to a detailed list of services.

Submit your process improvement question or suggestion, or share your good or bad experience story at [Business Affairs](#). Confidentiality guaranteed.



We will award a TTUHSC power bank charger (pictured to the right) to the 10 best responses received in November. The issues revealed and how we followed up will be in the next edition of Hot Topics or on our web page.

