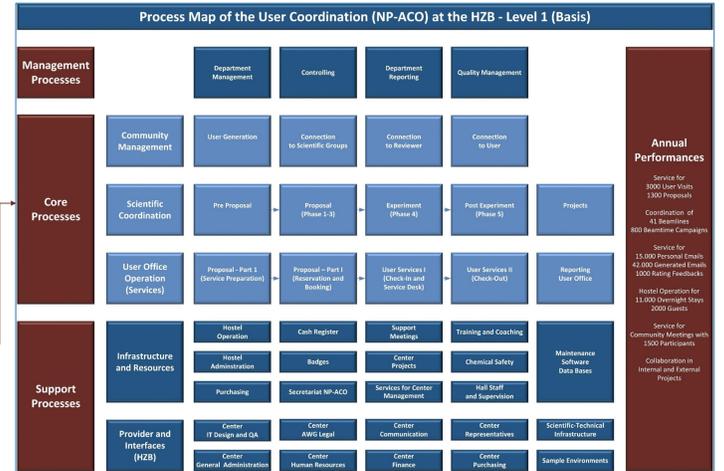
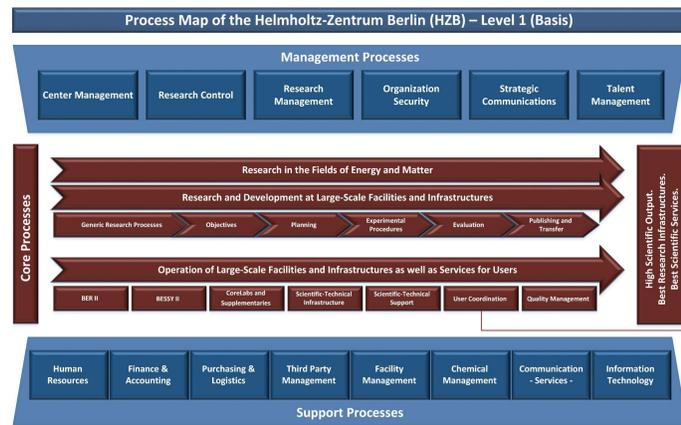


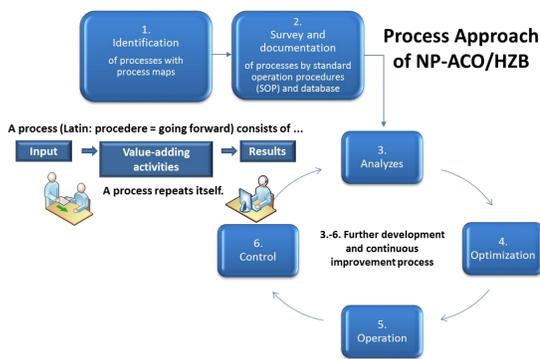
PROCESS MANAGEMENT IN USER COORDINATION

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.

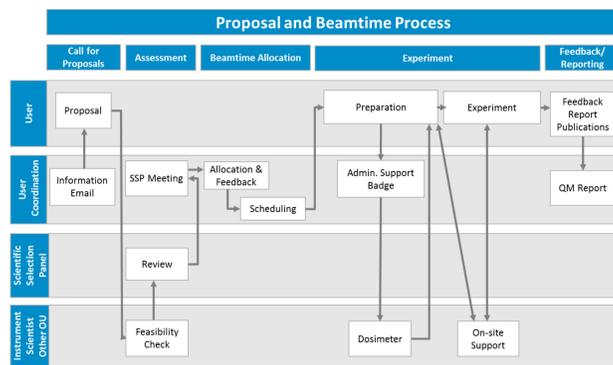


PROCESS APPROACH



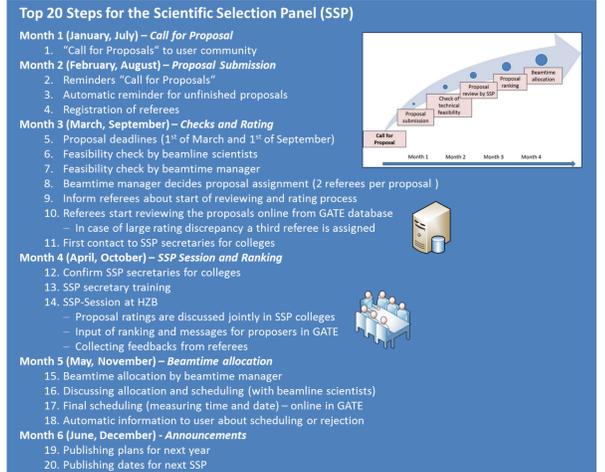
The process approach is one principle of the quality management with ISO 9001. The process approach involves the systematic identification and management of processes, and their interactions. It includes PDCA cycles for the continuous improvement process.

MAIN CORE PROCESSES



The flow chart shows the interactions with users at HZB from proposal submission over beamtime allocation to feedback and reporting.

SCIENTIFIC SELECTION PANEL



PROPOSAL ASSESSMENT STEPS

- By GATE-Application (1st 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 (2nd step)**
 - Technical feasibility check
 - In case of problems proposer or User Coordination is contacted
- By Scientific Selection Board SSP (3rd step)**
 - Scientific rating by reviewer
- By User Coordination and Management (4th step)**
 - Scheduling by ratings
 - Final control by center management
- By User Coordination (5th step - before arrival)**
 - Foreign law check (AWG)
 - Safety check (declarations, equipment, substances, samples)
- By User Coordination (6th step - arrival)**
 - Final foreign law check (AWG)
 - Trainings check (radiation, safety)

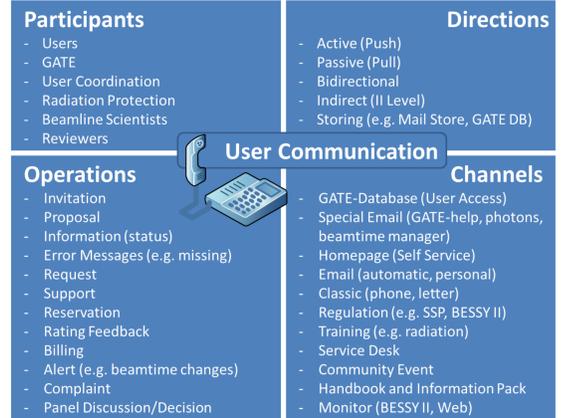
IT-TOOLS FOR OPERATION

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)
 - ebis (Procurement Portal)
 - SAP (Management for Employees and Cost Centers)
 - WIMS (Content Management System (CMS) for Web)
 - ORG, Shared Network, SharePoint (Document Management)
 - Office (Visio, EXCEL, Outlook, Word, Access)

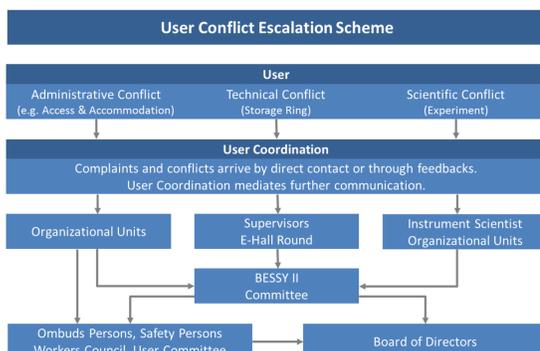
This compilation provides an overview of the IT tools used in User Coordination for communication and operation. The main application is GATE, which uses an Oracle database for operation.

ELEMENTS OF COMMUNICATION



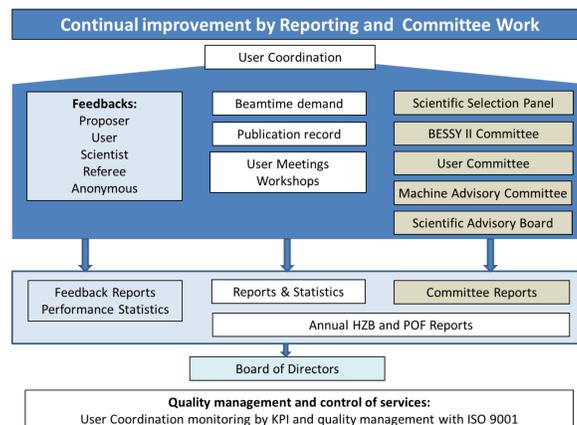
User communication at NP-ACO can be best described using four dimensions: participants, operations, directions and channels. Most of the elements above are interconnectable.

CONFLICT MANAGEMENT



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.

CONTINUAL IMPROVEMENT



SERVICE CULTURE

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?

FILE AND DATA

Data: Additional data related to this poster may be requested from the authors.
Date: 18th of October 2017/released by AV
File: Poster_Processes_NP_ACO_2017_V4.pptx

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MORE INFORMATION



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