Process Improvement Overview

PROCESS STEPS	TIPS
1. Create Project Team for Process Design	• Include key stakeholders in the Project Team meetings to ensure business buy-in and prevent organizational resistance – make potential areas of resistance a part of the solution.
2. Research Current Operations	• Collect information on real and perceived "pain points" or issues with procedures. Assess and summarize issues and opportunities.
3. Create Future / Ideal State Processes with Project Team	• Create a vision of the future: Use brainstorming to think past current assumptions, habitual behavior, and existing barriers. Facilitation can help new ideas surface and question "set" practices.
4. Map Current State Processes	• Maps of current procedures should contain all steps, inputs, outputs, and responsibilities. Get input from people on-the-ground in all functions to see how processes really work in practice vs. on paper.
5. Design Process Solutions	• Determine the root causes of gaps between current and future state procedures. Problem solve with stakeholders involved in your procedures to create effective cross-functional solutions.
6. Create and Execute Implementation Plan	• Initiate internal and external communication and education before process changes and specify all systems and human resources requirements in advance.
7. Assess and Recalibrate	• Plan ongoing meetings with the Project Team following process changes to address unanticipated issues and resistance.