

5 steps to improve processes

1 DEFINE

Document what you know: define the target customer; map the process flow, the parameters of the improvement project, and the project goals and targets.

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3 ANALYZE

Analyze the data gathered in the previous step to ascertain the difference between the current process performance and the targeted performance. Identify variations.

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5 CONTROL

Monitor procedures regularly and review the improved process to ensure the new methods are working.

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2

MEASURE

Define the tools and criteria that will measure the current performance of the business process in question.

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4

IMPROVE

Brainstorm further improvement opportunities. Document and implement an improvement plan.

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