A Framework for Process Improvement

I. Set the context for improvement
- Gather external customer needs
- Gather needs of internal customers (management)
- Set the tone for change via objectives and targets
- Define success
- Identify the business processes that are within the scope
- Identify the team and its charter

II. Capture the current process(es)
- "as is" business process analysis
- How is the work done currently?
- What are our baseline measures?

III. Select improvement opportunities
- What do we need to do to achieve the objectives and targets?
- Which opportunities will be prioritized for implementation?
- Establish appropriate Project Teams to carry re-design forward

Define the Improvements: Processes and Enablers (People and Technology)

IV. Design the improved process(es)
- "to be" Business Process design
- Incorporate selected improvements
- Establish appropriate Project Teams to carry re-design forward

V. Establish appropriate measures
- Establish key performance indicators to support target
- Define measures

VI. Overlay processes with people
- How will people support the process?
- Roles
- Skills/Competencies
- People requirements

VII. Define supporting technology
- How will technology support the process?
- Technology requirements

Evaluate Performance

The Performance Cycle is continuous – Quality performance becomes a way of life as the business continuously monitors results and maintains alignment.

Build/Test / Implement the Improvements