

A Framework for Process Improvement

Set the Scope for Change

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

Analyze Processes and Select Improvement Opportunities

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?
- Multi-generation considerations
- 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

V. Establish appropriate measures

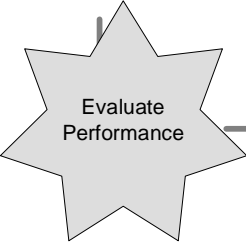
- Establish key performance indicators to support targets
- Define measures

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



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

