Process Improvement

Change Management & Project Service
Agenda

1. Welcome!
2. What is a Process
   - Process
   - Process Improvement
3. Why Improve a Process
4. How improve a process: PDCA
5. Steps to Process Improvement
6. Tips
Welcome and Introductions
What is a Process?

• **Process**: Steps and decisions that involves to accomplished the work to be done.

• **Process Improvement**: It is a way of looking at how we can do our work better.
Why Process Improvement?

• It allows us to look how we perform work.
• Can focus on eliminating waste (money, people, materials, time, and opportunities).
• Jobs can be done easily and quicker than before.
How to improve a process: PDCA

*Repetitive 4-stage model for continuous improvement*

- **Plan:** Address the problem, collect data and plan a change
- **Do:** Develop and implement the solution
- **Check:** Review test, confirm results, measure how effective was the change
- **Act:** Take action based on the result of the previous step. Implement improved solution
Steps to Improve a Process

Step 1: Select a process
Step 2: Establish Objective
Step 3: Understand Current Process
Step 4: Measure current state
Step 5: Analyse data and define a Plan
Step 6: Simplify the Process
Step 7: Implement change (Plan)
Step 8: Test Change and Collect Data
Step 9: Standardize the Process

Did the Process Improved?
Yes

Remove Change
No
Steps to Improve a Process

- **Step 1:** Select a Process
- **Step 2:** Establish an objective to achieve
- **Step 3:** Understand current process
- **Step 4:** Measure current state
- **Step 5:** Analyse data and develop a plan
- **Step 6:** Simplify the process
- **Step 7:** Implement change/plan
- **Step 8:** Test the change and collect data
- **Step 9:** Standardize the process
Select a Process

1. State the process that you would like to improve
2. Check if the process apply to all the items:
   a) The process can be defined
   b) Improve this process is important
   c) There are some problems that occurs frequently
   d) People will appreciate if this process improved
   e) There is a good chance of success to improve it
Steps to Improve a Process

- **Step 1**: Select a Process
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- **Step 7**: Implement change/plan
- **Step 8**: Test the change and collect data
- **Step 9**: Standardize the process
Establish an objective

1. Be specific
   • What do you want to change?
   • What is the goal of this change?
   • Why is important to change?
   • What is your expectation after finish this improvement?
   • What do you want to achieve?
   • When you can start? When you can finish?

2. Determine the start and finish points of the project
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Understanding current process

- Create a process map of the current process

What steps need to be completed to finish the process?
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- Step 9: Standardize the process
Measure Current State

- Understand and decide what parameters need to be quantified
- Collect all necessary data to understand the process
Steps to Improve a Process

- Step 1: Select a Process
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- Step 3: Understand current process
- Step 4: Measure current state
- **Step 5: Analyze data and develop a plan**
- Step 6: Simplify the process
- Step 7: Implement change/plan
- Step 8: Test the change and collect data
- Step 9: Standardize the process
Steps to Improve a Process

✓ Step 1: Select a Process
✓ Step 2: Establish an objective to achieve
✓ Step 3: Understand current process
✓ Step 4: Measure current state
✓ Step 5: Analyse data and develop a plan
  • Step 6: Simplify the process
  • Step 7: Implement change/plan
  • Step 8: Test the change and collect data
  • Step 9: Standardize the process
Simplify the Process

Simplify the process by eliminating redundant or unnecessary activities

• Is this activity necessary?
• Can this step be done in parallel with other steps?
• What happen if this activity is removed? Are there any negative consequences?
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Implement Change

- Inform all people affected on the process about the modifications made
- Engage people on how important this change is for the process
Steps to Improve a Process

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✓ Step 6: Simplify the process
✓ Step 7: Implement change/plan

• Step 8: Test the change and collect data
• Step 9: Standardize the process
Test Change and Collect data

• Modify the process map with the changes made
• Is this change really improved the process?
• Are the people involved on the process happy with this improvement?
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Process Improvement – Tips

• Ask for feedback
• Share ideas with everyone that is involved on the process
• Ask help and support
• Engage people on the cause
• Keep it simple!

ENGAGE AND change