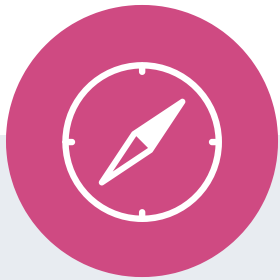


5-Phase Approach to Process Improvement

1

LAUNCH



Set the direction of the project by assembling the project team, defining the ideal future state, and identifying quantitative improvement metrics.

2

DISCOVER



Gather the information to accurately define the current state process. Identify pains, gains, and opportunities associated with the current state.

3

ANALYZE



Apply qualitative and quantitative analytical techniques to uncover the root causes.

4

DESIGN



Use solution techniques to eliminate, minimize, and reduce process pains in the future state design process.

5

IMPLEMENT



Create a detailed future state diagram and get buy-in to move forward. Continuously monitor root-cause variables to gauge success of the initiative.