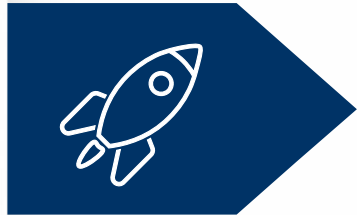# 5-Phase Approach to Process Improvement

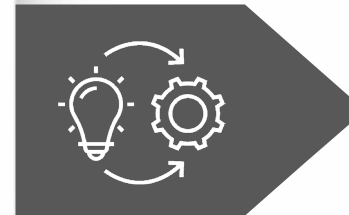## LAUNCH

Identify the process improvement target.

DISCOVER

Gather and analyze process documentation. Prioritize and focus on top issues.

ANALYZE

Identify and validate root-cause. Brainstorm ideas.

IMPLEMENT

Choose solution techniques for Process Improvement. Establish performance metrics.

SUSTAIN

Monitor the process and identify future improvements. Calculate financial benefits. Transfer knowledge.

MSS
Business Transformation Advisory

Advisory@mssbta.com | 602-387-2100