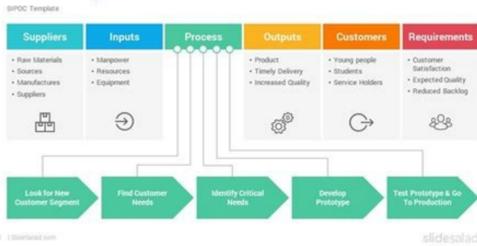


I'm not robot!

SIPOC analysis



CONTINUOUS IMPROVEMENT (KAIZEN)

Strategic Planning & Continuous Improvement Cycle



EQUALITY STANDARD FOR LOCAL GOVERNMENT - LEVEL 3 REVIEW

Item	Improvement Target	Lead Responsibility	Target Date	Progress
LED1	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	All Heads of Service	April 2020	Completed
LED2	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	April 2020	Completed
LED3	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	All Heads of Service	October 2020	Completed
LED4	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	April 2020	Completed
LED5	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	Ongoing	Completed
LED6	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	May 2020	Completed
LED7	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	October 2020	Completed
LED8	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	September 2020	Completed
LED9	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	Senior Lead	October 2020	Completed

Item	Improvement Target	Lead Responsibility	Target Date	Progress
LED1	Develop a plan for the implementation of the Equality Standard for Local Government (ESLG) in the organization.	All Heads of Service	April 2020	Completed
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ISO Certification for Schools

Continuous Improvement plans : A SAMPLE

1	Suggestion scheme	For Students	11	Revising Quality Objectives	Annual
2	Parent – Teacher interactions	Scheduled	12	Rewards for the performers	Quarterly
3	Employee satisfaction survey	Continuous	13	Recognition for Teachers	Regular
4	Internal Quality Audits	Regular	14	Empowerment of Students	Regular
5	External Audits	Third party	15	Net conferences with Overseas Schools	Scheduled
6	Customer Feedback	regular	16	Joint venture projects	Scheduled
7	In house competition	Conducting	17	Infrastructure enhancement	As and when required
8	Sponsorship for Talented students	External	18	Undertaking Social development projects	Scheduled
9	Inter school competitions	Participation	19	In house publications	Regular
10	Expert opinions for improvements	As and when needed	20		

Continuous improvement plan definition. What is a continuous process improvement. What are the six steps in continuous process improvement. What is process improvement plan.

The Continuous Improvement (CI) Toolkit features downloadable materials with detailed descriptions of how to work through each step: Initiate, Explore, Improve, Implement, and Celebrate. Be sure to read all five steps before beginning your project! The CI Toolkit and its associated templates were developed by the UCSF Program Management Office as part of the Chancellor's Executive Cabinet FY2015 Initiative on Business Process Improvement. The Facilitator Tool Kit was created and published by the University of Wisconsin-Madison's Office of Quality Improvement. Start Here To familiarize yourself with business process improvement and why it is important, read the Continuous Improvement Overview PDF linked below. Continuous Improvement Overview (PDF) Step 1: INITIATE This step includes guidance on starting a CI project, including forming an improvement team, creating a project charter, and managing the project. BPI Step 1: Initiate (PDF) Template: Project Charter (Word Doc) Template: Project Schedule (Excel) Template: Project Roadmap (Excel) Step 2: EXPLORE This step involves assessing value from the customer's perspective, mapping the current state, and developing a deep understanding of the process. BPI STEP 2: EXPLORE (PDF) Template: Swim Lane Process Map (Excel) Step 3: IMPROVE This step is where the team identifies what is broken in the current process, determines why the broken components exist, and figures out how to improve the process via specific changes. BPI Step 3: Improve (PDF) Template: Root Cause Analysis (Excel) Template: Improvements List (Excel) Template: Summary of Targeted Changes (Excel) Step 4: IMPLEMENT After deciding which changes to pursue in the previous step and defining the desired future state, you will need to implement the changes. This step is about planning and executing the changes. BPI Step 4: Implement (PDF) Template: Action Plan (Excel) Template: Status Report (Excel) Step 5: CELEBRATE! This step is about recognizing and documenting project accomplishments as well as the ongoing work of continuously improving. BPI Step 5: Celebrate! (PDF) Facilitator's Guide The "Facilitator Tool Kit" was developed by the Office of Quality Improvement at the University of Wisconsin-Madison. It is a comprehensive, easy-to-use guide to tools, methods, and techniques for assisting groups with improvement projects. Clear directions lead the reader through the selection and application of practical tools that have been tested with university groups. Download the Facilitator Tool Kit (PDF) Group Norms The PMO created the Group Values and Agreement for Working Together guidelines based off of the Inclusive Teaching page of University of Michigan's College of Literature, Science and the Arts. Introduce these guidelines at the beginning of your facilitated activity and post them in a place that is easy to refer back to. Group Norms File: Vermont Continuous Improvement Plan Template.docx This document has been formatted to meet accessibility standards under Section 504 of the Rehabilitation Act of 1978. If you encounter errors in formatting or structure that prevent you from accessing the content in this document, please contact the webmaster. For more information, read the Agency of Education Web and Document Accessibility Policy. The goal of any business is to market their products as efficiently as possible to maximize profit. But often, the processes and procedures involved in producing those goods and services aren't as efficient as they could be. That's why having a solid process improvement plan in place can ensure your procedures and processes are smooth and effective. Many aspects of process improvement can benefit from visual communication tools like infographics, presentations, mind maps and more. Vonnegut for Learning and Development teams makes it easy to create your own visual assets to help implement and manage your process improvement plans. Click to jump ahead: What is an example of process improvement? As the name suggests, process improvement refers to the task of identifying, analyzing and improving existing business processes that are often outdated or no longer efficient enough. While the term is most often used in a business context, it can refer to any decision or actions that aim to improve a process, be it as simple as finding a shorter route on your drive to work or as complex as improving the whole customer service process of a corporation. Back to its business context, process improvement could target wasteful spending, poor office design, IT system downtime, employee disengagement and many other issues that can doom an organization. Process improvement can't be effective without proper process documentation policies in place. If you haven't documented your company's processes yet, we can help with that. Check out these process documentation templates to get you started. What is a process improvement plan? A process improvement plan is a document that identifies the steps necessary to enhance the efficiency of processes and procedures in your company. Helpful process improvement plans should be general enough that they could apply to many functions in your business. A general process improvement plan could look like this: Define: Identify the specific jobs, tasks or processes are being targeted by the plan. Analyze: Break the process or task into steps and identify weak points in the process and the reasons for these inefficiencies. Redesign: Change the steps in the process to eliminate the weak points. Implement: Put the new process into place. Monitor: Establish a timeline for conducting this analysis again to determine if the new process is more efficient or needs additional tweaks. In fact, there's more than one type of process improvement plan, which we'll explore more in detail. In addition to the example above, a process improvement plan can also consist of 6 steps: Or 4 steps, like this one which is developed using the Plan-Do-Check-Act (PDCA) model. These steps are, of course, quite simplified, and some process improvement plans will require months or years of changes to procedures, hiring practices, training, systems, software and more. For example, a process improvement plan for a company lacking a specific skill set in its employees can mean hiring new staff and training the existing one. In cases like this, other tools like individual development plans can be useful. This individual development plan designed for healthcare workers is a good example of how process improvement plans can branch out to other areas. And once the new process is in place, it's important to communicate it to the team effectively. That could be through a process infographic, timeline, mind map or other types of visual communication. Customize this project communication plan to help streamline communication channels between teams working on the same project. Another example of a process improvement plan, this nursing care plan is used in a healthcare setting only. It could be used to illustrate a new plan aimed at addressing gaps in communication and patient care. But you can use the process suggested in this plan and apply it to any industry. This creative design process infographic would be an ideal way to share with a creative team a proposed new method of taking clients through the design process. Consider color-coding new or revised steps if creating a piece like this to share a revised company process. Customize this action plan mind map once you've settled on a new process so that team members see steps involved in their tasks but also keep the main objectives in mind. Return to Table of Contents What are the benefits of establishing a process improvement plan? There are many benefits of diving into a process improvement plan in your organization, and the most obvious and important is to improve your company's overall efficiency. Doing so can make the business more profitable in the long run. But that's not where the benefits end. The biggest benefits of a process improvement plan include: Employee satisfaction: More productive workers make a company more money over time, but they also gain a sense of accomplishment and self-improvement. Customer satisfaction: Many process improvement plans target tasks that are customer- or client-facing, and making sure your customers are satisfied is crucial for any organization. Agility: The business landscape is constantly changing, so putting a process improvement strategy into place will equip your organization to handle future disruption. Safety: Efficient processes are helpful to reducing workplace accidents and repetitive stress injuries, and examining the physical activities employees are doing as part of their jobs can help make them safer overall. Modernization: Organizations that resist technology are likely not long for the world, and process improvement plans are ideal for adapting new technologies to your company's workflows. Innovation: In any company, there are things you do because that's the way you've always done them. But breaking those processes down to see how they function is one of the best ways to spark a new idea and create innovation in your organization. Return to Table of Contents What are the most common types of process improvement plans? There are several popular methods of process improvement that you may consider integrating into your process improvement plans. Some of these methods are used in the largest companies in the world. Six Sigma A quality control method developed by a Motorola engineer, Six Sigma has become a global phenomenon, and Six Sigma certification is highly sought-after in many industries. Six Sigma outlines five steps for improving existing business practices, abbreviated to DMAIC: DefineMeasureAnalyzeImproveControl Here's how a process improvement plan should be when using the Six Sigma method: Lean Lean Six Sigma Lean traditionally is used by manufacturing companies, but the principles are useful across all industries, and as its name suggests, Lean process improvement plans focus on reducing waste. In particular, Lean aims to eliminate any activities that do not add value to the end user of the good or service. The steps are: Identify valueMap value streamCreate flowEstablish pullSeek perfection Lean Six Sigma is the hybrid of the two methods, helping organizations improve processes through DMAIC while also eliminating waste. Total quality management (TQM) Total quality management (TQM) had its heyday in the 1980s and early 1990s before the advent of Lean and Six Sigma, but its main objectives are still valid today. TQM process development plans focus primarily on quality control, ensuring that the company's output is of the highest possible quality and determining ways to make output even better. TQM doesn't have steps as most other process improvement methods do. Rather, it focuses on principles that should guide an organization with a TQM mindset: Customer-focusedTotal employee involvementProcess-centricFull team integrationStrategic and systemicContinuousData-driven decisionsConstant communication Plan-Do-Check-Act (PDCA) Plan-Do-Check-Act (PDCA) is a continuous change management cycle that was first established by engineer and management consultant W. Edwards Deming in the 1950s. Back then it was called a Deming Wheel, which was later modified by Japanese engineers to arrive at its current definition. The steps involved in PDCA are obvious: Return to Table of Contents How do you create a process improvement plan? Change isn't easy, and it can be a challenge for companies to figure out what they're doing wrong and how to fix it. But that's why establishing a process improvement plan framework can help you make fact-based decisions about how to improve your organization. Following the steps we outlined earlier, let's explore a hypothetical process improvement plan for a doctor's office that constantly gets complaints from patients about how many forms they have to fill out. Define: How many nurses, technicians, physicians, receptionists and other employees give patients forms to fill out? Analyze: Write down the steps involved in giving forms to patients; do this for each individual whose job involves giving patients forms. List out the name of each form and determine if any are duplicates, could be condensed or could be given to patients at a different time. Redesign: Craft a new plan for having patients fill out the forms in the medical practice has the information it needs and follows all required compliance and privacy measures. Outcomes could include requiring patients to fill the forms out before they arrive for their appointment, building an app that patients can use to manage their records electronically, providing any forms at either the beginning or end of their visit and giving them a private, comfortable area to fill them out. Implement: Notify patients of the new process and ensure employees are trained on it. Monitor: Establish a timeframe for seeking input from patients on how smooth the check-in process is, and identify any gaps or logjams that remain. Customize this process improvement plan template to reflect the example above. Return to Table of Contents Process improvement plan examples Process improvement plans are useful for organizations of all types, and their output can include simple verbal instructions. But most companies benefit from creating charts, presentations and infographics to communicate a variety of aspects surrounding the plan. Check out these process improvement plan templates that may help your organization. Process improvement plan development examples Developing a process improvement plan is complicated, but visual tools like infographics can make it easier for your team to grasp the steps involved. Help your management team and employees understand the steps involved in the plan-do-check-act (PDCA) cycle with this infographic. Customize it for your needs by outlining specific actions they need to take in the bottom section. This

