



Continuous improvement procedures

Continuous improvement forms part of the BizOps Enterprises overall business philosophy. It is part of everyone's role to continuously look for ways to improve processes and systems to ensure they are effective and efficient.

Process improvement activities or projects should be performed using the DMAIC quality system:

1. Define
2. Measure
3. Analyse
4. Improve
5. Control



DEFINE an improvement project

- Identify the improvement opportunity.
- Develop the business processes.
- Define critical requirements.
- Prepare a project team.

Someone at managerial level supports the project and removes barriers to success. This is usually the manager of the section or department in which the project takes place. The plan also includes a statement of how and to whom progress will be reported.

Tools	<ul style="list-style-type: none">• Gap analysis• Customer feedback• Process mapping• Action plan
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Continuous improvement procedures

MEASURE process performance

- Identify measures to evaluate the success of project.
- Develop a data collection method to measure process performance.
- Understand Six Sigma to calculate performance measurements.
- Establish baseline Six Sigma to show the standard deviation for a process.

Tools	<ul style="list-style-type: none">• Charts• Graphs• Data analysis
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ANALYSE opportunity

- Analyse the opportunity to identify a problem.
- Define an understandable problem statement.
- Identify and validate the root causes.

Tools	<ul style="list-style-type: none">• Process mapping• Hypothesis testing• Fishbone diagram• Root cause analysis• Statistics
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IMPROVE process

- Identify, evaluate and select the right improvement solutions.
- Develop a change management strategy to assist the organisation through solution implementation.

Tools	<ul style="list-style-type: none">• Cost-benefit analysis• Project planning• Change management
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CONTROL process

- Understand the importance of planning and executing against the plan.
- Determine the strategy to ensure achievement of the targeted results.
- Understand how to disseminate lessons learnt.
- Identify opportunities for standardisation.

Tools	<ul style="list-style-type: none">• Project planning• Plan-Do-Check-Act cycle
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