

Continuous Improvement Toolkit

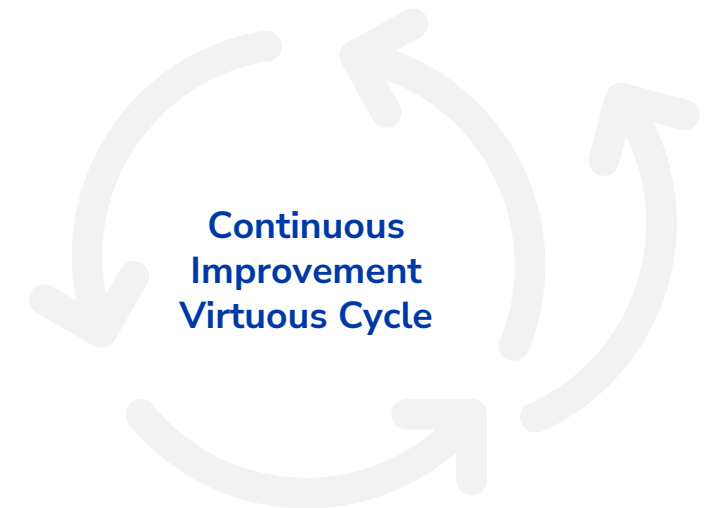
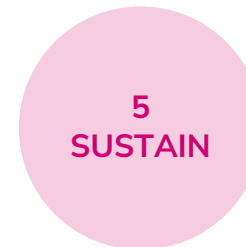
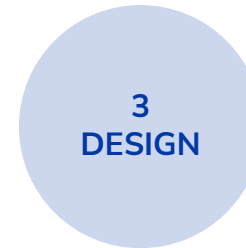
Continuous Improvement is a powerful approach that helps improve processes, strengthen teams, solve problems and implement solutions quickly and effectively.

Using our five-step methodology, cross-functional Design Teams map current business processes, identify areas of opportunity for improvement, then redesign and plan for implementation - including performance measurement and reporting. This approach is powerful because it ignites enthusiasm as small efforts can create big improvements. When done across an organization, it seeds a culture of continuous improvement and is a roadmap for positive change.

This approach works best when people come together, work collaboratively, and draw upon each other's experiences and expertise. It creates a rich and respectful environment for solving tough problems.

On Page 2, we outline the goal of each stage followed by a list of tools you can use to employ this powerful methodology in your organization.

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Continuous Improvement Methodology

Stage

Your Goal

Tools ([click for a sample](#))

OBSERVE

Take a step back to observe. Find out what is really going on by focusing by taking a critical looks at what is working well, what opportunities exist to improve, satisfaction levels with the current processes and your team's strengths.

- [Project Management Structure](#)
- [Interview Guide and Interview Notes Template](#)

FOCUS

Focus on the highest impact process improvement opportunities, identify goals, scope, and key success factors. Form a Design Team to tackle the redesign.

- [Strategic Alignment Agenda and Working Board](#)

DESIGN

Imagine what the future could be by mapping the current process, identifying opportunities for improvement and redesigning the new process in line with desired goals.

- [Design Session Process Mapping Board](#)

EXECUTE

Analyze and understand what is changing, what is staying the same and what it will take to get there. Develop a plan to manage the transition from the people, content and process points of view.

- [Execute Agenda and Working Board](#)

SUSTAIN

Determine how to make the improvements 'stick' by considering who needs to be empowered. Carefully measure performance and achievement of project goals. "Rinse and Repeat" to seed a virtuous cycle of continuous improvement.

- [Project Debrief Working Board](#)