

3be Continuous Improvement Methodology and Toolkit

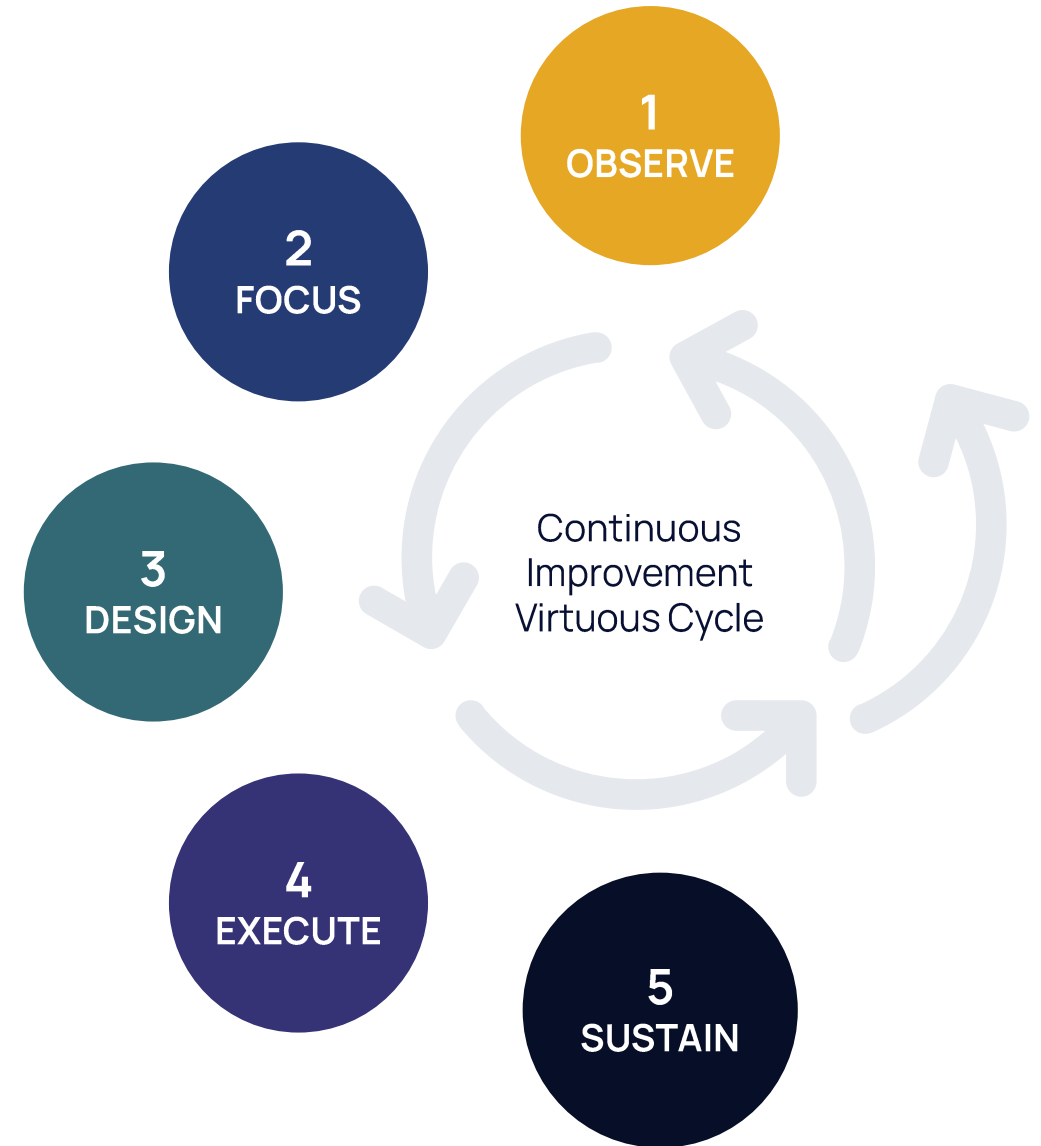
Continuous Improvement is a powerful approach that helps improve processes, strengthen teams, solve problems and implement solutions quickly and effectively.

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 40, 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 and Tool Kit

Stage	Your Goal	Tools (<u>click for a sample</u>)
OBSERVE	Take a step back to observe. Find out what is really going on by taking a critical look at what is working well, what opportunities exist to improve, satisfaction levels with the current processes and your team's strengths.	<ul style="list-style-type: none"><input type="checkbox"/> Project Management Structure<input type="checkbox"/> 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.	<ul style="list-style-type: none"><input type="checkbox"/> 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.	<ul style="list-style-type: none"><input type="checkbox"/> 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.	<ul style="list-style-type: none"><input type="checkbox"/> 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.	<ul style="list-style-type: none"><input type="checkbox"/> Project Debrief Working Board