Beyond process improvement

Creating a culture of continuous improvement

Limitations of stand-alone process improvement

Processes don't stick



A bus running on time to a Sunday service on a Monday

Are you doing the ??? right processes for your strategy?

TEmpower and enable your T in-house resources to deliver improvement effectively

Efficient, but not effective for customer demands



What do you do here?"

Cleaner:

"I help to put a man on the moon"

.Underpinned by a unifying purpose

Process hierarchy

Start with strategy, then break down into four levels of processes:

Continuous

(CI) culture

Everyone is engaged Improvement = in continuously improving for the customer

High level

Key level

Activity level

Task level

What makes a good process?



proofed



Well measured

Customer

focused



adding

Visually managed

((Standardised

HINKING

and waste `

Highlights value Drives continuous improvement

-Warts &all

Process map vs value stream maps

ON



Involves the team

Maps the entire

Analysis tool

Process improvement approaches

1) Streamline

2 Re-design basic operations

(3) Change process characteristics

Moving decision points

(5) Multi-skilling

6 Parallel processing



No one knew what TOFAR meant on a sign in sheet

After investigation ...

No one had challenged the

Time Off For Air Raids

(multiple teams) customer journey

→ Roof = Five leadership principles Lean philosophy = → Pillars = Process work > Foundation = Support processes