

IMPROVEMENT TOOLS, TIPS AND TEMPLATES SUMMARY

	Linked to -	Purpose
1. Training Program Example	Various	Outline of 2-day training course
2. Customer Focus	Value Chain	Understanding the real needs of internal customer with a clear line of sight to external customer/s
3. Value Chain	Customer Focus	Workflow participants 'adding value' to their internal customers along the workflow
4. Broad Improvement Plan – One Page	1.1.1 – Select Workflow, Sponsor and Process Owner 1.2.3 – Draft Project Plan 6.1.2 – Confirm Improvements Against KPIs 6.2.2 Verify Achievement of Planned Activities	Communicate a one page summary of the intent of the improvement project
5. HELP Guide - Broad Project Plan (includes description and tips on each element)	1.2.3 Draft Project Plan	Helps the Improvement Team to monitor and complete the Broad Project Plan
6. Use of Pareto	Find Key Opportunities – Apply 80:20 Rule	Prioritise and focus on the main benefit areas for each workflow
7. WIIFMe	Find Key Opportunities – Notes from Interviews Understand As Is - Interviews Recommend New Future – Various	Understand and respond to the key needs of each stakeholder
8. Project Mandate	1.1.1 – Select Workflow, Sponsor and Process Owner 1.2.3 – Draft Project Plan	Brief description of the background, objectives and expectations of this Project for Sponsor sign off
9. Topic Selection	Six Stage Model – Workflow Improvement Method	Identify the workflow most appropriate for improvement
10. 5S	Focus for workplace organisation in all activities	To be efficient in workplace organisation
11. Waste Categorisation – Value Added, Non-Value Added and Waste	Mindset required for all activities	To enable a mindset focus on workflow customer-value adding activity
12. Types of Waste	Process Improvement through Lean	Identify workflow activity that does not add value for the end Customer

13. Root Cause Analysis	Understand As Is – Interviews Find Key Opportunities – Visual Tools Implement New As Is - Various	Identify the underlying opportunities for improvement – to address the symptoms not the cause
14. Detail Improvement Project Plan	1.2.3 Start Up Project – Draft Project Plan 6.2.2 Verify Achievement of Planned Activities	Communicate and agree on the intent, the expected result/s and methodology
15. HELP Text for Detail Improvement Project Plan (includes description and tips on each element – see below)	1.2.3 Start Up Project – Draft Project Plan	Help the Improvement Team to develop the Project Plan and manage/prepare for all key steps
16. Process Scope	Covered in 2.1.1 Agree Scope	Priority on what most needs to be improved
17. Systems View Model & Tips	Various Strategic	Review the selected workflow as a system
18. Data Capture Guide – KPIs and In-Process	Covered in 2.1.1 and 2.1.2 – Collect Outcome and Workflow Performance Data	Need to focus on KPIs
19. Process Mapping – How to and Symbols	Covered in Tools – Deployment Flow Chart	Map the workflow and identify blockages
20. Impacts of changes on Systems and People	Business Case / Change Management	Ensuring that the needs of people are taken into account and the integration takes place with existing systems
21. Business Case	1.1.1 – Select Workflow, Sponsor and Process Owner	To determine a timely return on investment and ensure that benefits will exceed the costs of the improvement project
22. Improvement Team Presentation and Report	Covered in 4.4 – Recommend New Future / Team Presentation	Gain buy-in by senior management
23. Communication Strategies and Plans	1.2.3 Start Up Project – Draft Project Plan Implement New As Is – Agree Action Plan with Participants	Develop and follow a communications plan to ensure engagement of all relevant stakeholders
24. Change Leadership	Covered in 4.8 – Recommend New Future / Active Ownership by all Participants	Gain buy-in by senior management and people who work in the workflow or who are impacted
25. Implementation Plan for Recommended Improvements	Implement New As Is – Develop Detailed Implementation Plan Implement New As Is – Identify Actions and Responsibilities	Develop and Communicate a realistic Implementation Plan

	6.2.2 Verify Achievement of Planned Activities	
26. Resourcing Template	Implement New As Is – Identify Resource Requirements	Understand and communicate the costs and people commitments
27. Objectives Confirmation Template & Business Case	1.1.1 – Select Workflow, Sponsor and Process Owner 1.1.2 Implement New As Is – Confirm Against Objectives 6.1.1 – Confirm Achievement of Objectives	Confirm net value of the implementation of recommendations
28. Monitoring Implementation	Monitor against Implementation Plan	Monitor and adjust Implementation Plan as appropriate
29. Benefits Realisation / Project Management	Monitor against Objectives Confirmed Template	Ensure that the originally intended benefits are achieved
30. Benchmarking	3.3.2 – Conduct Benchmarking	Learning from others How to Improve
<i>a. Myths and Misconceptions</i>	3.3.2 – Conduct Benchmarking	Dispelling some of the myths about Benchmarking
<i>b. Benchmarking Best Practices</i>	3.3.2 – Conduct Benchmarking	To apply global best practices in doing Benchmarking
<i>c. Finding Partners / Types</i>	3.3.2 – Conduct Benchmarking	Find the most appropriate benchmarking partner organisations to share and learn with
<i>d. Benchmark Measurement</i>	3.3.2 – Conduct Benchmarking	Find out your strengths and gaps relative to other organisations and trigger discussion of good practices
<i>e. Sharing and Learning</i>	3.3.2 – Conduct Benchmarking	Learn best practices from your benchmarking partners to close you gaps and to share with them
<i>f. Site Visits Tips</i>	Walk Through a Day in the Workflow	Learn and share workflow details through site visits to partners
<i>g. Code of Conduct</i>	3.3.2 – Conduct Benchmarking	To do unto other partners as you would have them do unto you to create a climate for partnering
<i>h. Community of Practice</i>	X3.3.2 – Conduct Benchmarking	Form a community of benchmarking partners who are interested in improving a particular workflow
31. Forum	1.1.1 – Select Workflow, Sponsor and Process Owner	Scope Topic and Key Strategic Improvement Needs
32. Training	Various Steps of the Improvement Methodology	Learning and Practising How to Implement the Improvement Methodology
33. Six Stage Improvement	1.2.1 Six Stage Improvement	The way Workflow Improvement is

Methodology	Methodology	Done
	6.2.1 Verify Suitability of Methodology and Tools	
34. Tips for Good Team Behaviour	1.3.2 Agree on Team Behaviours	Ensure Improvement Team Members Work truly as a Team
35. Recognition & Reward Best Practices	6.3.1 Celebrate the Success	Ideas on how to Recognise and Celebrate with People
36. Case Study Template	6.3.2 Grow the Pool of Knowledge	To capture, retain and disseminate the experiences of the Improvement Project
37. Partnership Agreements	Value Chain in the Workflow Tool	One page agreements between internal customers and suppliers aimed at the external customer
38. Why 5 Times	Root Cause Analysis	To ask questions to find the underlying causes
39. Collaborative Planning	5.3.3 Verify Completion of Actions	To have stakeholders plan together