



Post-Training Support

Introduction to Process Improvement

Day in and day out, you perform your job in the tried-and-true way. Everything seems to be working OK. Of course, there is that recurring glitch, and someone's always complaining about one thing or another. But, all jobs have their annoying problems, don't they? Wouldn't it be great if you could eliminate the glitches and replace complaints with praise? Well you can do just that by examining your work processes and making changes to improve them.

Your internal and external customers expect the best. When you aren't meeting their expectations, how should you respond? Many people think they should try to work faster, harder, or longer. Besides adversely affecting the quality of work life, such a response doesn't get at the root cause of the customer's unhappiness. Focusing on how you can meet customer expectations by improving--and simplifying--your work processes does.

Improved work processes will:

- Boost customer satisfaction and loyalty.
- Increase your own efficiency and productivity.
- Build your involvement and satisfaction.

These benefits flow from making process improvement a continuous part of your job. A "process improvement" is defined as:

A series of ongoing, incremental adjustments to a process that help you better meet your customers' requirements.

This situation features the tools and techniques for:

- Identifying customer requirements.
- Identifying improvement opportunities.
- Measuring the success of your improvement efforts.

Notes