

Continuous Improvement

Our clients use Continuous Improvement to simplify their worlds. A powerful blend of analysis, process design and action, Continuous Improvement (CI) helps organizations cut through the bureaucracy that can strangle the most simple of business transactions, while establishing the conditions required for long term, sustainable improvement. To do this, our CI projects follow a simple yet effective process:



We start projects by helping clients take a step back to **observe**. During this stage, we work together with our clients and their staff to help identify what is working well and what needs to be improved.

The next step is to **focus** on our client's goals and build a shared understanding of the scope, the teams, and ultimately the long-term vision and expectations. This is an important step that helps build a strong foundation for success.

Next is the opportunity to design a better future. Working with a Design Team drawn from a wide cross section of staff, we facilitate the **redesign** of frustrating processes to create innovative, bold improvements. Team members are fully empowered to recommend simplicity and common sense to their daily work processes to serve their clients, and themselves, faster, better and more effectively. It just takes the right people to work together to figure it all out.

After the new processes are designed, it's time to plan how to transition from the current to the future reality. We work with the Design Team to help **execute** their ideas in a way that puts them in a position to lead their own changes.

To **sustain** these changes, we take on a different role. This can involve a variety of activities from one-on-one coaching, CI training, group facilitation and team coaching to provide the Design Team with what they need to help lead long-term change in a positive way.