

Business Process Improvement Team Storyboard

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<p style="font-size: 1.2em; font-weight: bold;">Phase I: Identify Opportunities</p> <p style="text-align: center; font-weight: bold;">CURRENT SITUATION</p> <ol style="list-style-type: none"> 1. Generate and Prioritize Opportunities-Brainstorm 2. Select Opportunities-Multivote 3. Select One Problem-Selection Grid 4. Verify Problem-Impact Analysis <p>RESULT: Identify and Select Problem-Problem Statement Output Summary: Presentation to Leadership/Management</p>	<p style="font-size: 1.2em; font-weight: bold;">Phase II: Determine Influential Factors</p> <p style="text-align: center; font-weight: bold;">ANALYSIS</p> <ol style="list-style-type: none"> 1. Decide what you need to know-Checklist 2. Collect Data: Baselines/Patterns-Data Gathering *Sampling, *Survey, *Checksheet 3. Define Critical Parameters-Pareto-Fishbone-Flowchart <p>RESULT: Analyze Problem and I.D. Root Cause-Problem Analysis Output Summary: Presentation to Leadership/Management</p>								
<p style="font-size: 1.2em; font-weight: bold;">Phase III: Evaluate Alternatives</p> <p style="text-align: center; font-weight: bold;">COUNTERMEASURES</p> <ol style="list-style-type: none"> 1. Generate Promising Solutions-Innovation Transfer 2. Select One Solution-Cost-Benefit Analysis 3. Develop an Implementation Plan-Force-Field Analysis *Standard Operating Procedure (SOP), *Action Plan <p>RESULT: Implement Solution-Solution for Problem & Implementation Plan Output Summary: Presentation to Leadership/Management</p>	<p style="font-size: 1.2em; font-weight: bold;">Phase IV: Apply and Measure</p> <p style="text-align: center; font-weight: bold;">RESULTS</p> <ol style="list-style-type: none"> 1. Gain Commitment-Building Individual Support, Presentation 2. Execute the Plan-Action Plan 3. Monitor the Impact-Monitoring and Measuring (before/after) 4. Measure the Results-Monitoring and Measuring (before/after) *Basic Descriptive Charts, *Specifications and Control Limits_ <p>RESULT: Evaluate Solution-Gathering Support and Monitoring Situation Output Summary: Presentation to Leadership/Management</p>								
<p style="font-size: 1.2em; font-weight: bold;">Phase V: Success and Beyond</p> <p style="text-align: center; font-weight: bold;">STANDARDIZATION</p> <ol style="list-style-type: none"> 1. Build on Success-Building Individual Support Train Associates on Revised Process and/or Standards 2. Continue The Journey-Presentation to Leadership/Management <p>RESULT: Hold the Gains-Formalizing Support and Establishing Process Ownership</p>	<p style="font-size: 1.2em; font-weight: bold;">Team Info and Summary of Results</p> <p>Team Info:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">*Reason for Improvement</td> <td style="width: 33%;">*Problem Statement</td> </tr> <tr> <td>*Customer's Affected</td> <td>*I.D.E.A.S.</td> </tr> <tr> <td>*Solutions</td> <td>*Recommendations</td> </tr> <tr> <td>*Benefits</td> <td>*Action Plan</td> </tr> </table> <p style="text-align: center;">(See Team Project Planning and Implementation Worksheet)</p> <p>Summary Results: To confirm that the problem and it's root causes have been decreased and that the target for the improvement has been met. Problem Resolution: (see storyboard for details)</p> <p>Path Forward: Evaluate the team's effectiveness and celebrate success through recognizing the team's contributions to the organization.</p>	*Reason for Improvement	*Problem Statement	*Customer's Affected	*I.D.E.A.S.	*Solutions	*Recommendations	*Benefits	*Action Plan
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