

PROCESS IMPROVEMENT CHECKLIST



PRIME

Process Performance





Eliminate an outcome

Identify process outcomes and challenge if the output is required. If you can improve your process by eliminating an outcome, take advantage of this improvement



Substitute an outcome

If the outcome cannot be eliminated, check if it can be substituted with something more efficient or cost effective





Digitisation of an outcome

Consider digitisation as a process improvement if the outcome can be edited, transmitted or stored into computers



Standardisation

Standardise a number of processes to one





Harmonisation

Amalgamate processes that take place in parallel



Utilisation of resource

Review the effective use of applications and people





Elimination of activities

Eliminate activities that add no value



Redirect the flow of activities

Minimise the handoff points by possibly redirecting the flow of the process





Automation of activities

Replace manual and paper-based processes with effective and efficient digital workflows.



Assignment of the appropriate resources to the appropriate activities

Assign appropriate activities to appropriate resources





PRIME

Process Performance



MAP



ANALYSE



IMPROVE



MONITOR

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