

PROCESS IMPROVEMENT CHECKLIST

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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.



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 in digital devices.



STANDARDISATION OF PROCESSES

Look for opportunities to standardise a number of similar processes to a single consistent approach.



HARMONISATION OF PROCESSES

Consider opportunities to amalgamate processes that take place in parallel.



UTILISATION OF RESOURCES

Review the effective use of applications and people.



ELIMINATION OF NON-VALUE ADDING ACTIVITIES

Highlight and eliminate activities that add no significant value.



REDIRECT THE FLOW OF ACTIVITIES

Minimise the handoff points by possibly redirecting the flow of activities and reallocating responsibilities.



AUTOMATION OF ACTIVITIES

Replace manual and paper-based processes with effective and efficient digital workflows. Consider updating applications with better automation.



ASSIGNMENT OF APPROPRIATE RESOURCES TO APPROPRIATE ACTIVITIES

Ensure activities are assigned to the resources with the right tools and capabilities to complete the task with high quality and optimal efficiency.





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