



# PROCESS IMPROVEMENT

## CHECKLIST

A Ready and handy resource with 10 tried and tested analytical techniques to keep your Business Process Improvement on track and maximise output.





## 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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Business Process Management

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