

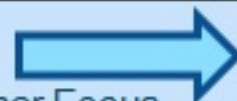
CONTINUAL IMPROVEMENT PROCESS

(macro-process for Business Process Management, Quality Management, Project Management)



Entrenched in Delivery Excellence , Management Commitment and Organisational Transformation	Continual Improvement transforms the organisation by combining changes to company policy, practices and staff mind sets.	Changes and improvements may be large and strategic, or small and incremental. They are driven by 1. Response to changing customer needs and feedback, and 2. Waste and inefficient processes.
<u>Quality Methodologies:</u> TQM CMMI	Total Quality Management Capability Maturity Model Integrated	<ul style="list-style-type: none">▪ Includes Committed Leadership, Strategic Planning, Information and Feedback, Customer Involvement, Cross-functional product design.▪ Continual Improvement of organisational maturity from Level 2 (Managed) through to Level 4 (Quantitatively Managed) and Level 5 (Optimising) with a focus on Process Improvement

Kaizen - Entrenched in Operational Excellency across all teams and delivery processes	CONTINUOUS IMPROVEMENT PROCESS (micro-process for constant Problem Solving, Waste Removal, Customer Focus, Performance Measurement, Process Improvement, Staff Involvement and Training)	
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<u>Quality Methodologies:</u> ITIL V3 Service Management ISO 9001:2008	ITIL and ISO 9000 provide the foundation disciplines for quality controls and delivery consistency	ITIL and ISO9000 systems establish standardised, repeatable processes, tools and methods providing consistent services and deliverables. Processes and procedures are quantitatively documented, catalogued and controlled. Focus is on service, product and customer.
Lean / Six Sigma	Lean, The Toyota Way, Six Sigma provide tools and methods for constant process improvement	Lean / Six Sigma CIP Tools: Pareto Analysis, 5 Why's for RCA, Statistical Process Control (SPC), PDCA (Plan Do Check Act) Cycle, DMAIC