

**Faster Processes**

**Simple instructions to make any process faster**

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| *Steps to Be Faster* | 1. ***Set a Goal*** | 1. ***Walk the Process*** | 1. ***Eliminate Steps*** | 1. ***Try New Process*** | 1. ***Schedule Next Round*** |
| *Question* | * How fast do we want to be? | * Where exactly does the process start and stop? | * How many process steps are there? | * How much time did we cut out from the steps we eliminated? | * When are we going to cut more steps again? |
| *Activity* | * Complete the charter template to outline success metrics, key stakeholders, and scope. | * Grab some post-it notes * Go walk the process and write each activity you see and how long each step took on a separate post-it. | * Place each post-it on the wall. * Eliminate each non value add step. * Communicate to staff the steps that were eliminated. * Prioritize risks associated with steps eliminated – double check with key partners such as Legal, Human Resources, Finance, etc. as appropriate | * Grab a calculator and add up all the time savings from the steps eliminated. * Try the new process without the steps. * Make changes necessary * Update training materials and standard operating procedures | * Schedule next round of steps to cut. * Celebrate the time savings! * Keep standard operating procedures current and up to date |
| *Tools/Templates* | * **Charter** * **SIPOC** * **Communication Plan** * **Voice of the Customer** * **Pareto Chart** | * **Swimlane Process Map** | * **Communication Plan** * **8 Form of Waste** * **Customer Mapping** | * **Standard Operating Procedure** * **Risk Assessment** * **Plan-Do-Check-Act** * **Mistake Proof** | * **Standard Operating Procedure** |
| *Considerations* | * Clear sponsorship * What drives value? * How will you know when it’s better – cost/quality? * The average process gets 5% fatter each year (extra steps build up) | * Clarify critical process steps * Communicate to stakeholders you are walking the process prior to showing up | * Have empathy * Don’t judge * Cut steps customers would pay for * Don’t cut steps necessary to protect the business | * Give appreciation and thanks for employees who were courageous and tried the improvements | * It takes empathy and patience * Articulate why being faster is important |