

**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***
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| *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?
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| *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
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| *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**
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| *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
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