



START WITH A PROFILE OF THE PROCESS AND/OR SERVICE

Name of process / service:

Owner:

Date of SWOT:

Date this review commenced:

Date this review completed:

Date improvements implemented:

Comments/ feedback on the review:

1. MEASURE CURRENT PROCESS OR SERVICE

- Define the Process/Service include a Flow chart and SWOT
- Determine Process/Service Requirements: Identify stakeholder requirements and agree indicators.
- Measure Current Process: Graph recent results of measurement; establish gap between current and desired performance.



2. ANALYSE

- Reason for Improvement: Demonstrate gap between current and desired performance with data.
- Current Situation: Identify gap(s) into critical components, focus on top priorities first.
- Analysis: Analyse problem for root causes, select those with probable greatest impact.



7. MONITOR AND CONTROL

Select measurements required for ongoing control and continue to measure process/service outcomes for conformance to implemented improvements.



PICTURE OF TEAM



3. OPTIONS

- Identify options for addressing gaps in performance.
- Develop best 1 – 2 options or counter measures that are cost beneficial and improve the process/service.



6. STANDARDISE

Develop or modify the process and/or procedures to reflect the new process/service, update the flowchart(s) and SWOT.



5. IMPLEMENT

Implement and track changes and measures to ensure



4. SOLUTION

Identify best solution and confirm why.

