

## Continual Improvement Process

(abbreviated as CIP or CI), is an ongoing effort to improve products, services, or processes.

These efforts can seek "incremental" improvement over time or "breakthrough" improvement all at once.

## Continuous Improvement Process

(otherwise known as CIP or CI) is a management process whereby delivery processes (customer valued) are being constantly checked, evaluated and improved accordingly, with regards to efficiency, their level of effectiveness and flexibility.

**Kaizen** is Japanese for "improvement", or "change for the better", and refers to the philosophy or practices that focus upon continuous improvement of processes in manufacturing, engineering, and business management. It has been applied in healthcare, psychotherapy, life-coaching, government, banking, and other industries.

When used in the business sense and applied to the workplace, kaizen refers to activities that continually improve all functions, and involves all employees from the CEO to the assembly line workers. It also applies to processes, such as purchasing and logistics, that cross organizational boundaries into the supply chain.

## Business Process Improvement

The six phases worked through in the Business Process Improvement Plan are:

**Phase I - Organisation:** Organising for Process Improvement

**Phase II - Documentation:** Selecting a documentation approach

**Phase III – Analysis:** Defining Improvement opportunities

**Phase IV – Design:** Designing the new administrative business approach

**Phase V - Implementation:** Installing the future state solution

**Phase VI – Management:** Managing the administrative business process organisation for Continuous Improvement

## ITIL v3 Continual Service Improvement stage (CSI)

**Service Review Objective:** To review business services and infrastructure services on a regular basis. The aim of this process is to improve service quality where necessary, and to identify more economical ways of providing a service where possible.

**Process Evaluation Process Objective:** To evaluate processes on a regular basis. This includes identifying areas where the targeted process metrics are not reached, and holding regular bench markings, audits, maturity assessments and reviews.

**Definition of CSI Initiatives Process Objective:** To define specific initiatives aimed at improving services and processes, based on the results of service reviews and process evaluations. The resulting initiatives are either internal initiatives pursued by the service provider on his own behalf, or initiatives which require the customer's cooperation.

**Monitoring of CSI Initiatives Process Objective:** To verify if improvement initiatives are proceeding according to plan, and to introduce corrective measures where necessary.





SmartGuide

## Continuous Improvement

(Created by the QualityHelp Community at [qualityhelp.org](http://qualityhelp.org))

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## Continual and Continuous Improvement Process

<b>CONTINUAL IMPROVEMENT PROCESS</b>  (macro-process for Business Process Management, Quality Management, Project Management)		
Entrenched in <b>Delivery Excellence</b> , 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.
<b><u>Quality Methodologies:</u></b> TQM  CMMI	Total Quality Management  Capability Maturity Model Integrated	<ul style="list-style-type: none"> <li>▪ Includes Committed Leadership, Strategic Planning, Information and Feedback, Customer Involvement, Cross-functional product design.</li> <li>▪ 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</li> </ul>
<b>CONTINUOUS IMPROVEMENT PROCESS</b>  (micro-process for constant Problem Solving, Waste Removal, Customer Focus, Performance Measurement, Process Improvement, Staff Involvement and Training)		
<b><u>Quality Methodologies:</u></b> 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