
INTRODUCTION

A. Purpose

One of the key goals for the Department of Transportation is to **“Improve efficiency and employee involvement.”** The purpose of this Continuous Process Improvement (CPI) Toolbox is to, along with the companion Continuous Process Improvement Guide, help achieve this goal.

This toolbox provides many of the necessary analysis and organizational tools needed to follow the systematic improvement process outlined in the CPI Guide. The CPI Guide provides a ten step process that can be used by teams or individuals to improve work processes within the Department. The steps outlined in the Guide are:

1. Review Mission and Vision
2. Choose a Process
3. Identify Valid Customer Requirements
4. Document the Process
5. Measure the Process
6. Identify Improvement Opportunities
 - a. Implement Obvious Improvements
 - b. Re-engineer the Process
 - c. Solve the Problem
7. Plan Ongoing Monitoring
8. Document Results
9. Evaluate the Effort
10. Choose a New Process

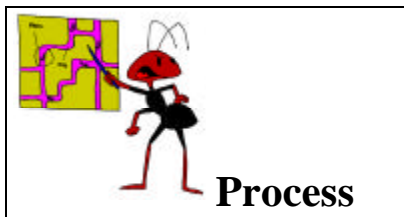
B. Use of the CPI Toolbox by Individual or Teams

This toolbox was designed for the use of teams to analyze and solve problems. Although designed for teams, many of the tools presented are valuable to assist individuals in performing accurate and systematic analysis of issues.

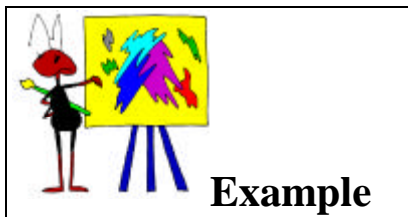
This toolbox is organized to present tools in alphabetical order. At the rear of the tools is a glossary of terms that can be used to find an appropriate tool to help solve an issue at hand.



Each of the tools is presented with a brief description of what that tool is and when it is used. This “purpose” follows the picture to the left.



Following the description are detailed steps for using the tool. The information is not designed to make anyone a statistical expert but should be sufficient in most cases. If more detail is desired, outside sources may be required.



If feasible, an example is included to demonstrate use of the tool. In some cases, the example is alongside the process. In other cases, the example follows the process.



At the end of each tool is a short listing of “Key Points” that can assist in the effective use of the tool in question.

C. Assistance, Training and Facilitation

Assistance is available for teams and individuals on the use of tools presented in this Toolbox. The Productivity Management Section can provide assistance in the use of these tools and in the organization and facilitation of teams.

For the assistance of a certified team specialist in the development and facilitation of teams, or assistance in the use of these tools, contact the Productivity Management Section at 919-733-2083 or fax 919-715-2533. If you desire to contact Productivity Management by e-mail, contact Ron Oates at roates@mail.dot.state.nc.us for further assistance.

D. Feedback

The Productivity Management Section would like to improve this toolbox to ensure understanding and usefulness of the tools presented. Please contact this office by phone, fax, or e-mail with your comments or suggestions.

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