

CONTINUOUS PROCESS IMPROVEMENT PROJECT FINAL REPORT

1. **Project Purpose:**

Describe the purpose or objective of the project. This should answer questions such as:

- What process was studied for improvement?
- What was the goal or target for process improvement?
- What was the purpose stated in the Team Charter?
- What was the problem statement?

2. **Contributors:**

Identify the key personnel who were responsible for the project such as:

- Was a team used to improve the process? Who were the members?
- What were their roles and responsibilities?
- Who was the process owner/decision maker?

3. **Approach:**

Describe the key actions and techniques used to improve the process such as:

- Most significant process improvement tools used.
- Major steps or milestones and their significance.
- Innovative application of tools or techniques.
- Customer involvement in the improvement effort.

4. **Results:**

Describe the tangible and intangible results of the improvement effort. Address questions such as:

- Were there any cost savings?
- Were there any productivity increases or cost avoidance?
- How was the product or service improved?
- What was the impact on customer satisfaction?
- What was the impact on the process or service quality measures? (See Step 5 of the Improvement Guide.)

5. **Contact Person:**

Identify who should be contacted for more information.