PART 2. CPI PROCESS OVERVIEW

Step 1. Review Mission and Vision

+ Identify why the unit exists.
+ Identify where the unit desires to be in 5 or 10 years.
+ This step will help identify which services or products and related processes are most improtant to achieving unit objectives.

Step 2. Choose a Process

+ List key services or products.
+ Identify key processes.
+ Develop criteria for selecting processes for improvement.
+ Collect needed data.
+ Priortize Improvement opportunities.

Step 3. Identify Valid Customer Requirements

+ Identify all internal and external customers and stakeholders.
+ Determine primary customers.
+ Create a list of key customer requirements.
+ Verify specifications are customer-driven.

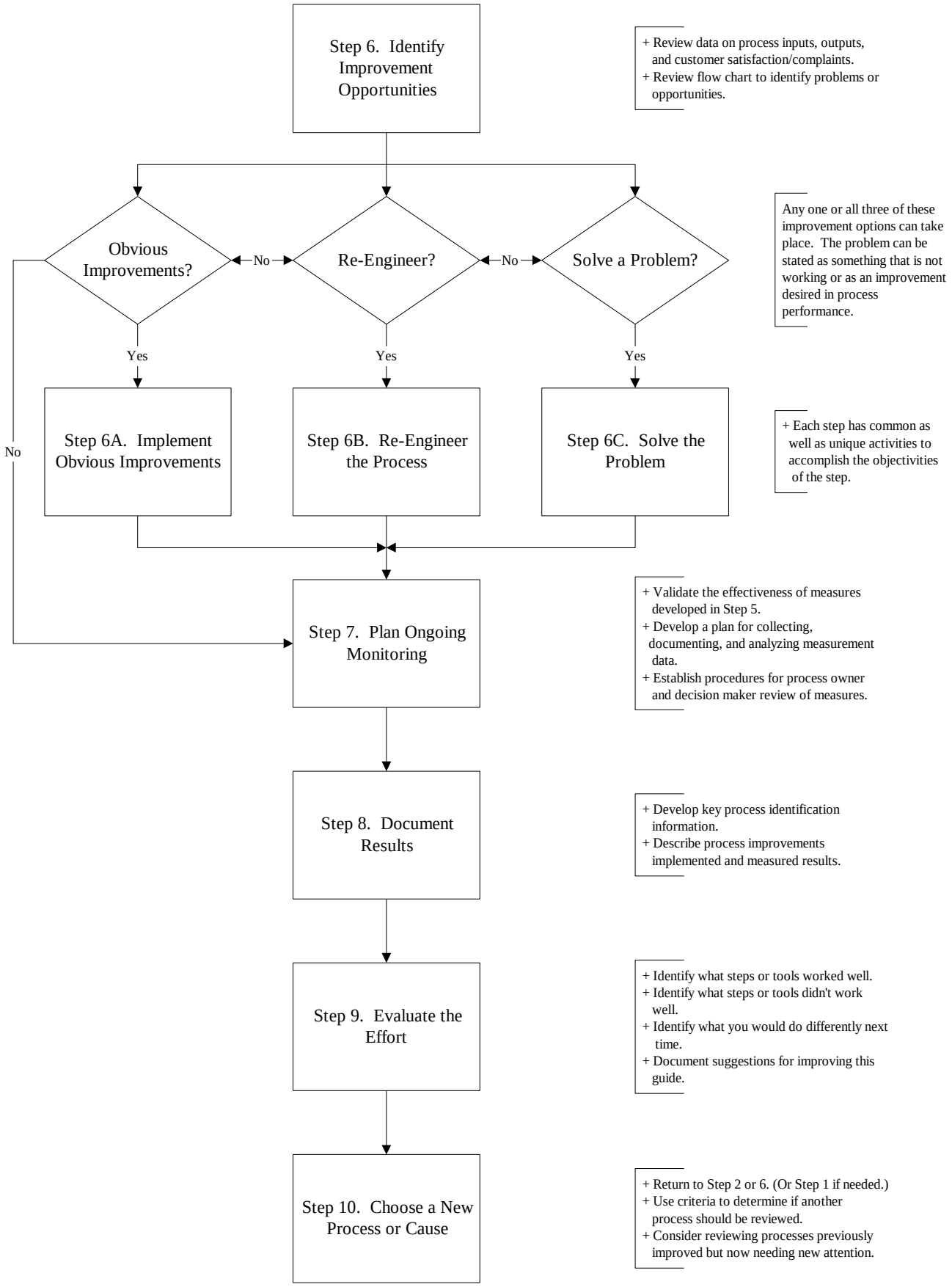
Step 4. Document the Process

+ List process inputs and outputs.
+ Identify process owner/decision maker.
+ Identify key suppliers.
+ Create a flow chart of the current process.

Step 5. Measure the Process

+ Start with the customers' most important, valid requirements.
+ Establish measurement systems.
+ Gather the data.

Go To Step 6.


Step 6. Identify Improvement Opportunities
+ Review data on process inputs, outputs, and customer satisfaction/complaints.
+ Review flow chart to identify problems or opportunities.
Obvious Improvements?
No
Re-Engineer?
No
Solve a Problem?
Any one or all three of these improvement options can take place. The problem can be stated as something that is not working or as an improvement desired in process performance.
Yes
Yes
Yes
No
Step 6A. Implement Obvious Improvements
Step 6B. Re-Engineer the Process
Step 6C. Solve the Problem
+ Each step has common as well as unique activities to accomplish the objectivities of the step.
Step 7. Plan Ongoing Monitoring
+ Validate the effectiveness of measures developed in Step 5.
+ Develop a plan for collecting, documenting, and analyzing measurement data.
+ Establish procedures for process owner and decision maker review of measures.
Step 8. Document Results
+ Develop key process identification information.
+ Describe process improvements implemented and measured results.
Step 9. Evaluate the Effort
+ Identify what steps or tools worked well.
+ Identify what steps or tools didn't work well.
+ Identify what you would do differently next time.
+ Document suggestions for improving this guide.
Step 10. Choose a New Process or Cause
+ Return to Step 2 or 6. (Or Step 1 if needed.)
+ Use criteria to determine if another process should be reviewed.
+ Consider reviewing processes previously improved but now needing new attention.