



# The Five Steps of Continuous Process Improvement

## 1. Identify

This should be a no brainer. Before you can begin to improve a process, you must first **identify the process you want to improve**. This might take a bit of work, because many businesses don't compartmentalize their work in a way which might make identifying specific processes very easy.

## 2. Analyze

The next step is to **conduct a thorough analysis of your identified process**. Analyze the process in terms of its current status, and then use the results in order to determine how you might make improvements. What value does it provide the company and the client? What individual steps make up this process? Work with your team to brainstorm solutions and improvements, and develop a plan of action.

## 3. Recruit

Next, you will need to **recruit the personnel and raise the funds** to implement the sort of changes you need to improve the process. Don't glide over this step — picking the right team is an essential component of success. Be sure to assemble the team members with the skill sets best suited to the job at hand.

## 4. Implement

Time to get to work! After you've gathered the personnel and financial resources, the next step is to **implement the changes you've selected**. For every hour you invested in the previous steps, you should plan on investing at least as much time into the important implementation stage.

## 5. Review & Revise

After you've implemented your changes to your business process, the next step is to **review and revise**. You will want to carefully review the results of the changes, and then begin to revise based on your observations and conclusions. Another way you could look at this (most important) step is that you're simply **looping back to step 2**. After all, any company can try something new every once in a while. But, if you're not continuously evaluating what works and what could be improved, you're not truly changing. You're not improving *how you improve*.

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