BEGINNERS

WHAT IS PROCESS IMPROVEMENT

It is the practice of identifying, analyzing and improving existing processes.

You have lots of processes, big and small, you use all the time to get through your day. Do you always shower at night and lay your clothes out for the next day? That's a process. When you are working from a recipe do you assemble all the ingredients before starting? Do you wash your bowls and utensils as you go? Those are processes. What about this process for assembling furniture?

> This can involve several different items to make in a short period of time, and who wouldn't want to save time and be better prepared to finish a piece of furniture?

> There are several learning points to bringing process improvement ideas home. When assembling furniture (the work lessons are in parentheses):

> 1. Assemble the furniture as close as possible to where it finally sits (Don't deviate from your goals). Obvious as it sounds, I have suffered in the past by having to move large pieces of finished furniture from one side of the room to the other.

> 2. Make sure you have all the parts BEFORE you begin the assembly (Plan well before you begin the project). What if you are 70% done and realize that you are missing a cam screw or a specialized screw? It's better to know that in advance so that you're not waiting for replacements to arrive via mail next week.

> 3. If any additional tools will save you time, get them (Look for tools and methods to increase efficiency). Those Allen wrenches work great, but if you have scores of screws to tighten, an electric drill with the appropriate bit will come in very handy.

> 4. Read the instructions. Visualize in your mind how the final piece will look like (Use the procedures in place and understand your final state). Don't skip steps. That could mean rework, unscrewing, unfastening and lots of wasted time and energy. Understand how these steps will lead to the finished product.

> 5. Keep everything close (Don't deviate from your plan). Arrange your tools, parts, screws, nuts and bolts close so that you are not wasting time running around to get what you need. Also don't be in a position where you are searching for things that might have gone under the packaging or containers.

> https://www.bizmanualz.com/find-business-improvements/how-can-process-improvement-ideas-be-used-at-home.html

PROCESS IMPROVEMENT
FOR LEGAL AID

At work, process improvement can help optimize organizational performance, achieve best practice standards, enhance quality and increase the quantity of services and improve the user experience for both your clients and for your co-workers.

Process improvement can have several different names such as business process management (BPM), business process improvement (BPI), business process analysis (BPA) business process re-engineering, continual improvement process (CIP), to name a few. Regardless of the nomenclature, they all pursue the same goal: to minimize errors, reduce waste, improve productivity and streamline efficiency.

There are also several different methodologies designed to help your program tackle process improvement. Each aims to help your organization identify process issues, fix them and analyze the success or failure of those changes.

Despite that common goal, each methodology suits a different need. There are a number of methods and a plethora of tools for process improvement. Most of them use acronyms or mnemonics to help remember the steps. It pays to keep the **GLOSSARY** handy!

Methods you may hear the most often about in legal aid

AGILE

LEAN

DMAIC

SIX SIGMA

KAIZEN