Business Process Improvement Project Roadmap

Workshop Sessions & Team Meetings

<table>
<thead>
<tr>
<th>Day 0</th>
<th>Project Kickoff (1 Hour)</th>
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<tbody>
<tr>
<td>Create:</td>
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<tr>
<td>• Project Charter</td>
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<tr>
<td>• High Level Map</td>
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<td>• Improvement Targets</td>
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<td>• COPIS</td>
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**Day 1 – Analysis**

- Intro to BPI
- Review High Level Map
- Review Sponsor’s Vision
- Map As-Is Process
- Analyze Process
  - Wastes
  - Pain Points
  - Time
  - Voice of the Customer (VOC)
- ID Other Analysis Tools
- ID Data to Collect
- Intro to Outcomes Report

**Day 2 – Re-Design**

- Review/Analyze Collected Data
- Review/Analyze VOC
- ID Value Added Steps
- Begin Process Redesign
- ID Performance Metrics
- Design Action Plan
- Design Outcomes Report

**Day 3 – Implementation Plan**

- Review Outcomes Report
- Review Action Plan
- Communications Intro
- Change Management Intro
- Visual Management Intro

**Day 4 – Presentation to Sponsors**

- Present New Process
- Present Action Plan
  - Timelines
  - Roles & Responsibilities
  - Metrics
  - Communications Plan
  - Change Mgmt. Plan
  - Visual Mgmt. Plan
- Obtain Sponsor’s Commitment

**After Day 0**

- Project Kickoff (1 Hour)
- Map in Visio, Collect Data & VOC

**After Day 1**

- Create: Project Charter, High Level Map, Improvement Targets, COPIS

**After Day 2**


**After Day 3**

- Finalize Action Plan, Create Visual Mgmt.

**After Day 4**

- Implement Improvements (See Page 2)

At least one to two weeks between each workshop is recommended.
Business Process Improvement Project Roadmap

30-60-90 Day Implementation Plan

Develop (Days 1-30)
- Develop solutions for business process improvement
- Integrate stakeholder input
- Design pilot and implementation rollout

Pilot (Days 30-45)
- Test proposed solutions
- Gather feedback
- Evaluate solution
- Modify process as necessary to prepare for implementation

Implement (Days 45-75)
- Communicate change to stakeholders
- Implement solution
- Continue to modify based on customer feedback

Close (Days 75-90)
- Determine performance metrics to track
- Complete Outcomes Report
- Present outcomes to Executive sponsor & process owner

Monitor
- Collect/analyze performance metrics
- Engage in continuous improvement efforts
- Conduct BPI projects as necessary

Business Process Coaching & Consultation