

## Process Improvement

### Indicative content

*Whilst not exhaustive this document provides an illustration of topics and themes in this unit. **NOTE** : When completing CICM assignment units it is not intended that learners include **ALL** the suggested areas below, rather, they are intended as guidance on the type of content you may study and include. CICM assignments require a high level of personal application. Therefore, when completing them careful consideration needs to be given to the relevance within your organisation, industry and your specific role.*

- Benefits and potential difficulties associated with business process management
- Lean Six Sigma, Streamlined Process Improvement (SPI) and Continuous Improvement methodologies
- Use of tools and techniques to identify areas for improvement including value stream mapping, statistical process control and the DMAIC problem solving process.
- Critical business processes and preliminary boundaries
- Creation of process improvement team and project plan including reporting
- Mapping and documenting current business processes including employee observations and process walk-through
- Cost, cycle time and output analysis
- Remove non-value-adding process steps through leaning, cleaning and greening
- Selecting best-value future-state solutions
- Validation and verification of changed process.
- In-process measurement and feedback systems
- Implementation plans including change effect measurements and continuous improvement, with consideration of the implementation, review and communication of strategy
- SWOT construction and analysis.

**Assessment:** Assignment