



# Guide to Performance Improvement

Executive Overview



# Performance Improvement Team Activities

- ① Preparation for Performance Improvement
- ② Performance Improvement Team Orientation
- ③ Performance Improvement Team Charter
- ④ Process Analysis Review
- ⑤ Improvement Planning
- ⑥ Improvement Implementation



# Preparation

- ◆ Performance Improvement Team Role and Responsibilities
- ◆ Selection of Improvement Initiatives
- ◆ Selection of Team Leader and Team Leader Role and Responsibilities
- ◆ Selection of Team Members and Team Member Role and Responsibilities
- ◆ Tips for Successful Performance Improvement Teams



# Preparation Outcomes

## ◆ Management Team Meeting

- *Select a performance improvement topic that is directly supportive of a priority business objective.*
- *Select an effective leader and effective team members to serve on the performance improvement team.*
- *Ensure that managers understand the steps and timeframe for performance improvement.*



# Orientation

- ◆ Rationale for the Performance Improvement Team
- ◆ Performance Improvement Approach
- ◆ Performance Improvement Team Tactics
  - Performance Improvement Concepts (PDCA)
  - Application of the Guide to Performance Improvement
  - Team Meeting Methods



# Orientation Outcomes

- ◆ Performance Improvement Team Meeting 1
  - *Communicate the reasons for and importance of performance improvement in the selected area.*
  - *Ensure that the proper individuals have been selected to participate in the performance improvement team.*
  - *Ensure that the approach to performance improvement that will be taken is understood by team participants.*
  - *Assign team members to handle team methods.*



# Team Charter

- ◆ Identification of Process:
  - Boundaries
  - Components
  - Inputs and Process Outputs
  - Customers and Managers
  - Objectives and Indicators
- ◆ Process Statement and Performance Improvement Team Charter
- ◆ Team Involvement Matrix



# Team Charter Outcomes

## ◆ Performance Improvement Team Meeting 2

- *Define the scope of the improvement effort, develop success measures, and discuss improvement expectations.*
- *Define the scope of the process that will be mapped.*
- *Determine the performance indicators that will be gathered and analyzed.*
- *Develop a sampling process for gathering performance indicator data.*
- *Determine who the key individuals are and who will be involved in the improvement effort.*
- *Develop the methods that will be used to communicate with key individuals throughout the improvement effort.*



# Process Analysis Review

- ◆ Control Chart Review
- ◆ Control Chart Interpretation
- ◆ Process Capability Review
- ◆ Process Map Review



# Process Analysis Review Outcomes

## ◆ Performance Improvement Team Meeting 3

- *Determine whether the process is in control or out of control.*
- *Develop action steps to investigate special causes, if appropriate.*
- *Determine whether the process is capable of meeting expectations or not.*
- *Validate the accuracy of the process map.*



# Improvement Planning

- ◆ Process Fail Points Opportunity List
- ◆ Process Fail Points Prioritization
  - Pareto Chart
- ◆ Process Fail Points Root Cause Analysis
  - Cause and Effect Diagram
- ◆ Improvement Recommendations, Short Term and Long Term
- ◆ Estimated Impact



# Improvement Planning Outcomes

## ◆ Performance Improvement Team Meeting 4

- *Develop improvement actions that address causes of poor process performance.*
- *Estimate the tangible impact of improvement actions.*



# Improvement Implementation

- ◆ Finalize Improvement Plan
  - What, When, and Who
- ◆ Execute Improvement Plan
- ◆ Develop Ongoing Monitoring Plan
  - Implementation of Improvement Actions
  - Impact on Performance Indicators
- ◆ Documentation and Presentation of Results
- ◆ Team Recognition



# Improvement Implementation Outcomes

- ◆ Performance Improvement Team Meeting 5
  - *Plan to ensure implementation of action plan and ongoing monitoring.*
  - *Ensure implementation of action plan.*
  - *Documentation of effort (share best practices).*
  - *Positive recognition of the team's contribution.*