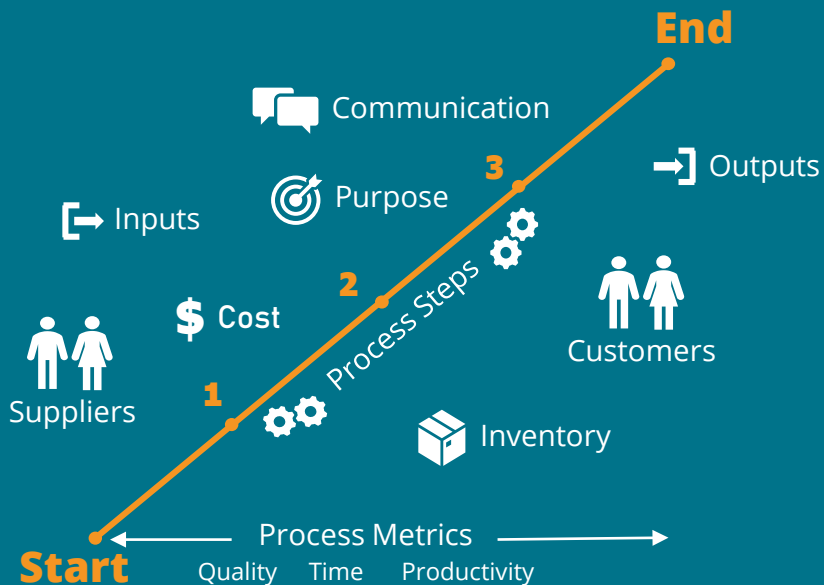
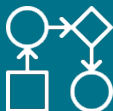


What is a PROCESS?

A quick guide for identifying processes and opportunities for process improvement.



Cycle Time



Process Flow



Process Variation



Customer Focus

Examples of Processes

- Product Manufacturing
- Booking Client Appointments
- Filling Customer Orders
- Writing Client Reports
- Customer Journey
- Making Coffee
- Ordering Raw Materials
- Delivering Customer Orders
- Month End Accounting
- Developing Client Proposals

The Process of Process Improvement

