







# Business Process Improvement Methodology

<p><b>Tools:</b></p> <ul style="list-style-type: none"> <li>Project Charter</li> <li>BPI Definitions &amp; Outcomes</li> <li>Communication Plan</li> <li>Project Status Form</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>Finalized agreed upon project documents</li> </ul>  <p><b>Initiate Project</b></p>	<p><b>Tools:</b></p> <ul style="list-style-type: none"> <li>Process Inventory Manager</li> <li>Organization Context Summary</li> <li>Voice of the Constituent</li> <li>Project Prioritization</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>Overview of Organization Context</li> </ul>  <p><b>Define Organizational Context</b></p>	<p><b>Tools:</b></p> <ul style="list-style-type: none"> <li>Process Facilitation Guide</li> <li>Current State Template</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>Current State Process Map</li> </ul>  <p><b>Define Current State Process</b></p>	<p><b>Tools:</b></p> <ul style="list-style-type: none"> <li>Process Analysis of Current State Guide</li> <li>Analysis Template</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>Analysis of Current State Spreadsheet</li> </ul>  <p><b>Analyze Current State &amp; Technology Gaps</b></p>	<p><b>Tools:</b></p> <ul style="list-style-type: none"> <li>Future State Process Guide</li> <li>Future State Template</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>Future State Process Map</li> </ul>  <p><b>Define Future State Improved Process</b></p>	<p><b>Tools:</b></p> <ul style="list-style-type: none"> <li>Recommended Action Plan (RAP) Guide</li> <li>Recommended Action Plan Template</li> </ul> <p><b>Deliverables:</b></p> <ul style="list-style-type: none"> <li>Recommended Action Plan</li> </ul>  <p><b>Create Recommended Action Plan</b></p>
<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Project definition of success, expectations, timelines, and objectives</li> <li>Defined roles, responsibilities, and time commitments</li> <li>Defined equity and inclusion outcomes for this project</li> <li>Tailored communication (WIIFM-What's In It For Me)</li> <li>Manage status &amp; project progress</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Shared understanding of organizational direction and priorities</li> <li>Defined Voice of the Constituent (as needed)</li> <li>Understanding of strengths, weaknesses, opportunities and threats; Current environment of equity and inclusion</li> <li>Preliminary solution hypothesis</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Defined current state processes and pain points</li> <li>List of initial, potential opportunities for improvement (OFI)</li> <li>Identification of "Quick Hits" – begin implementation</li> <li>Tailored project communication (WIIFM)</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Refined and completed list of potential opportunities for improvement</li> <li>Technology Gap Analysis</li> <li>Metrics collection and analysis</li> <li>Identified strategies to measure equity and inclusive practices</li> <li>Estimate of costs and benefits (high-level)</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Visioning Sessions - defined list of key technology and "Future State" enablers</li> <li>Defined desired Future State" processes</li> <li>Identified desired Future State metrics in terms of time, cost, quality, service, compliance, experience, equity, and inclusion</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Change Readiness Assessment</li> <li>Recommended actions including itemization of "Quick Hits"</li> <li>Plan for equitable and inclusive distribution of benefits</li> <li>Change management risks and contingencies</li> <li>Tailored project communication (WIIFM)</li> </ul>