Optimizing a Process

☐ Decide which processes should be optimized.

☐ Determine the process elements. This can be accomplished by asking the following questions:

- What is the process goal?
- When does it start and end?
- What are the activities within the process?
- Who (employees and departments) is involved in the process?
- What information carries between each step?

☐ Review the current methods of accomplishing the process. Ask the following questions:
- Are there things being done manually that may be automated?
- Where are the process redundancies?
- How many employee hours does it take to complete this process?
- How many employee hours could be saved with process cuts?
- Where are the process bottlenecks?
- Where do process errors occur?

☐ Remove non essential steps identified so far. Identify:
- Which steps were cut?

☐ Determine which steps can be automated.