

## Business Case for Continuous Improvement

Successful change efforts require steady commitment at many levels and an ability to understand why the initiative is important to customers, staff, and the agency. Following is information to help you describe why continuous improvement is important.

### Challenges in the Public Sector

- An aging population that is increasing demand for many public services.
- Increasing customer expectations for efficient and effective services.
- Our workforce is aging. We will be faced with an unprecedented number of retirements in the next 10 years. There will not be enough people in the labor force to fill the jobs of retirees.
- Declining or static budgets with increasing performance expectations.
- Public pressure for greater accountability and transparency.
- Increasing need for a more skilled workforce.
- Rapid advancements in technology.

These challenges demonstrate a need for us to improve the efficiency and effectiveness of our services.

### Benefits of Continuous Improvement (CI)

Using continuous improvement methods and tools in our work helps us address these challenges and enhance the value of the services we deliver by:

- Reducing costs for providing public services by reducing errors, increasing productivity, and maximizing the best uses of technology
- Improving quality by solving problems at their source and delivering on the needs and requirements of customers
- Eliminating unneeded steps and handoffs in a process, and leveraging technology to automate where it is most helpful
- Improve consistency of customers' service experience through standardization
- Increasing customer satisfaction and reducing customer complaints
- Involving staff in making improvements, which increases their engagement
- Investing budget resources in high priority efforts
- Documenting institutional knowledge to help the next generation of state workers
- Creating a culture of continuous improvement that attracts future workforce talent

### Continuous Improvement (CI) Strategy

- Build CI capacity by attending [training sessions](#)
- Create a CI culture by assisting in initial projects to demonstrate leadership commitment and celebrate successes
- Demonstrate CI results by ensuring implementation of improvement ideas and measure, track, and communicate performance results
- Reward, recognize, and celebrate improvements!

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