

What is the CI Project Process?

Continuous Improvement is the ongoing effort to improve processes, products and services. There is no one way to solve a problem. Depending on the problem, we use different methodologies, strategies, and tools to reach project improvement goals. Though the tools and strategies for each project may be different, we use the following phases to guide us from project initiation through implementation and sustainment.

ID Potential Improvements	Scope and Charter the Project	Kick Off the Project	Discovery Phase	Analysis Phase	Recommendations	Implementation and Sustainment
Purpose: Project Goals and Commitment	Purpose: What the project will and will not be, who is involved	Purpose: Start the project	Purpose: Assess the current process “as-is”	Purpose: Review themes and ID quick improvements	Purpose: Develop recommendations and implementation plans	Purpose: Implement recommendations and prepare to sustain work
Activities: Collect data, team member buy-in	Activities: Establish roles, responsibilities, timelines, ID project team	Activities: Establish team norms, work between meetings, meeting times	Activities: Process mapping, team member interviews, customer research	Activities: Implement quick improvements, data and root cause analyses	Activities: Document recommendations, prep for sponsor check-in	Activities: Action plan, pilot testing as needed, close out project, team celebration
Decisions: Go/No Go on project	Decisions: Project Charter approved by executive sponsor	Decisions: Agree on timeline, work rate	Decisions: Sponsor check-in, current state of process	Decisions: Is problem statement still valid?	Decisions: Go/No Go from Sponsors on recommendations	Decisions: Sponsor check-in for close out

Project Selection:

- What problem does your team want to solve?
- Did the team ask for this help?
- How does the project align with your division and/or agency goals?

Project Success Factors:

- Leaders and team members dedicate enough time to the project
- No specific solution has been identified
- There are resources to implement and manage change
- You have an engaged executive project sponsor