

# Business Process Improvement (I.D.E.A.S.) Storyboard

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## Phase I: Identify Opportunities

### CURRENT SITUATION

1. Generate and Prioritize Opportunities-**Brainstorm**
2. Select Opportunities-**Multivote**
3. Select One Problem-**Selection Grid**
4. Verify Problem-**Impact Analysis**

**RESULT:** Identify and Select Problem-**Problem Statement**

**Output Summary:** Presentation to Leadership/Management

## Phase II: Determine Influential Factors

### ANALYSIS

1. Decide what you need to know-**Checklist**
2. Collect Data: Baselines/Patterns-**Data Gathering**  
**\*Sampling, \*Survey, \*Checksheet**
3. Define Critical Parameters-**Pareto-Fishbone-Flowchart**

**RESULT:** Analyze Problem and I.D. Root Cause-**Problem Analysis**

**Output Summary:** Presentation to Leadership/Management

## Phase III: Evaluate Alternatives

### COUNTERMEASURES

1. Generate Promising Solutions-**Innovation Transfer**
2. Select One Solution-**Cost-Benefit Analysis**
3. Develop an Implementation Plan-**Force-Field Analysis**  
**\*Standard Operating Procedure (SOP), \*Action Plan**

**RESULT:** Implement Solution-**Solution for Problem & Implementation Plan**

**Output Summary:** Presentation to Leadership/Management

## Phase IV: Apply and Measure

### RESULTS

1. Gain Commitment-**Building Individual Support, Presentation**
2. Execute the Plan-**Action Plan**
3. Monitor the Impact-**Monitoring and Measuring** (before/after)
4. Measure the Results-**Monitoring and Measuring** (before/after)  
**\*Basic Descriptive Charts, \*Specifications and Control Limits**

**RESULT:** Evaluate Solution-Gathering Support and Monitoring Situation

**Output Summary:** Presentation to Leadership/Management

## Phase V: Success and Beyond

### STANDARDIZATION

1. Build on Success-**Building Individual Support**  
**Train Associates on Revised Process and/or Standards**
2. Continue The Journey-**Presentation to Leadership/Management**

**RESULT:** Hold the Gains-**Formalizing Support and**  
**Establishing Process Ownership**

## Team Info and Summary of Results

**Team Info:**

*Reason for Improvement	*Problem Statement
*Customer's Affected	*I.D.E.A.S.
*Solutions	*Recommendations
*Benefits	*Action Plan

**(See Team Project Planning and Implementation Worksheet)**

**Summary Results:** To confirm that the problem and it's root causes have been decreased and that the target for the improvement has been met.

**Problem Resolution:** (see storyboard for details)

**Path Forward:** Evaluate the team's effectiveness and celebrate success through recognizing the team's contributions to the organization.