



15 Potential Areas for Process Improvement

- 1 Activities that fix errors instead of preventing them
- 2 Unnecessary handoffs or complex communications between roles or other processes
- 3 Unclear gateways (decisions or conditions)
- 4 Activities that perform statistically outside the norm or standard
- 5 Inefficient flow of existing process
 - a Opportunity for parallel processes versus sequence
 - b Order of existing sequence
 - c Loops that can be eliminated
- 6 Activities that are being performed by an inappropriate resource
- 7 Authority ambiguity (2 or more people make the same decisions)
- 8 Areas that have too much or too little management control
- 9 Roles that are bottlenecks
- 10 Activities that have unclear role assignment
- 11 Areas with backlogs
- 12 Areas with activities that do not provide business value
- 13 Areas to reduce or eliminate waste
- 14 Areas to reduce or eliminate defects
- 15 Areas to reduce or eliminate frustration