

7-Step Improvement Process

Assoziationen: [Continual Service Improvement \(CSI\)](#)

Ziel des Prozesses:

Den Ablauf in einer Firma kontinuierlich verbessern.

Die 7 Schritte sind:

- Definieren, was Sie messen sollten
 - Definieren, was Sie messen können
 - Daten sammeln
 - Daten verarbeiten
 - Informationen und Daten analysieren
 - Informationen präsentieren und nutzen
 - Verbesserungsplanung umsetzen
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- **Define What You Should Measure:** Identify the critical success factors (CSFs) and key performance indicators (KPIs) that are most important to the business and IT services.
 - **Define What You Can Measure:** Determine what data is available and can be measured within the current environment.
 - **Gather the Data:** Collect the data identified in the previous steps. This may involve setting up monitoring tools and data collection processes.
 - **Process the Data:** Analyze the collected data to identify trends, patterns, and areas for improvement.
 - **Analyze the Information and Data:** Use the processed data to gain insights and identify areas where improvements can be made.
 - **Present and Use the Information:** Communicate the findings to stakeholders and use the information to make decisions and plan improvements.
 - **Implement Improvement Planning:** Develop and implement a plan to make the identified improvements. This may involve changes to processes, technologies, or services.