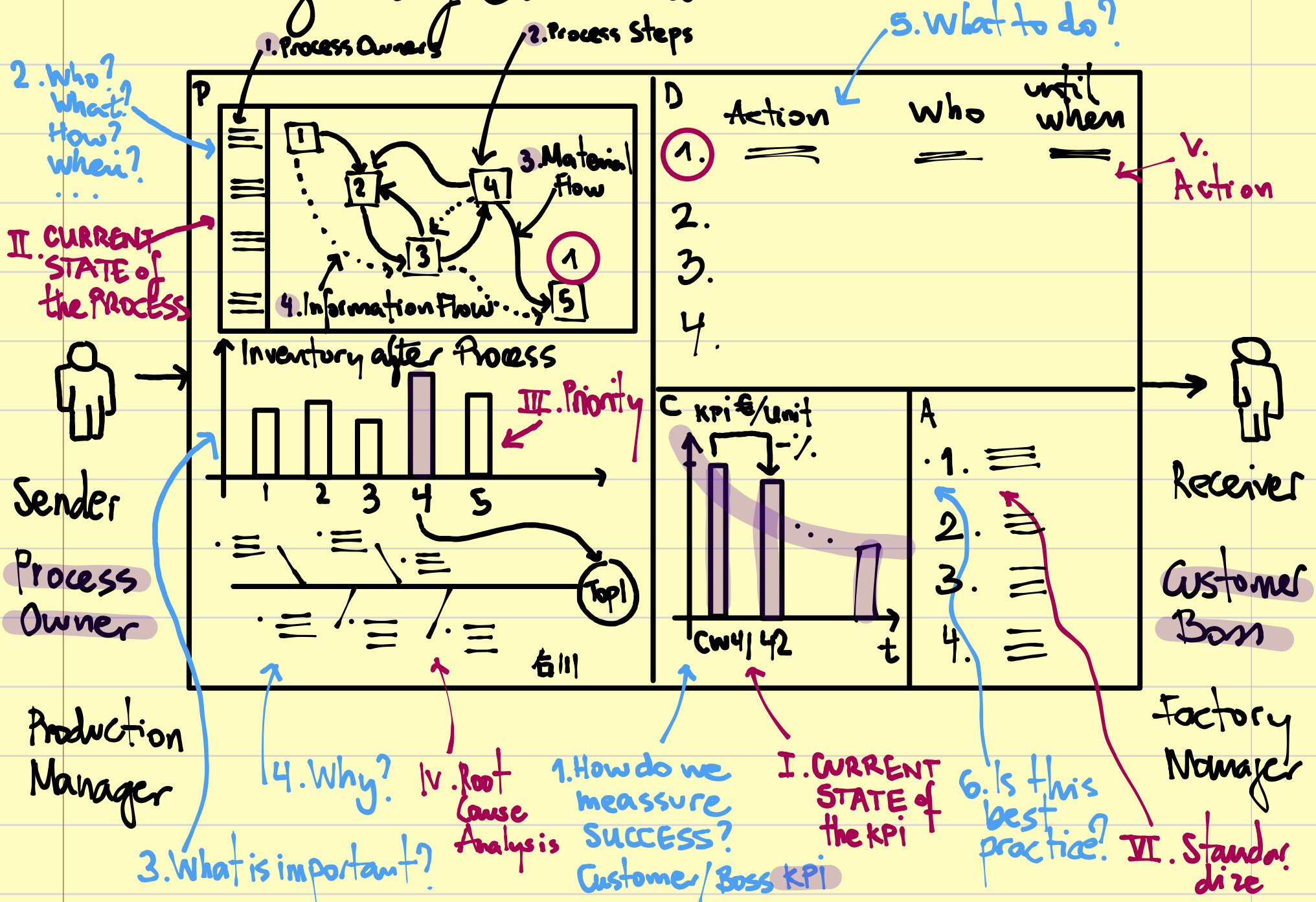
Standardization of Business Communication



- The business standard communication protocol is called (CPD)nA : (Check. Plan. Do). Act.
- This is an evolution of classic PDCA cycles.
  Continuous Improvement Process (CIP). KAIZEN 改善 KAI ZEN.

- The hoshin kanri forest.
- The Lean Brain Theory.

- The decision on the KPI (1) is going to influence the

behaviour of the process owner.

石川 ≒ STONE RIVER
いしかわ
STONEKAWA

- Standardization means integrating best practice into the process.