



3 Key

Process Improvement Methodologies

PROCESS IMPROVEMENT is a structured and systematic approach to changing an existing process or designing a new process, to meet or exceed customer expectations by delivering better and more output at a faster pace.

Some of the commonly used methodologies include:

1

SIX SIGMA

A customer-focused, project-focused and results-driven approach to quality

Uses **DMAIC** to improve an organisation's existing processes that are falling below expectations



Seeks to improve the quality of a process by identifying and minimising errors, excessive variation, waste, and rework

2

LEAN MANAGEMENT

Viewed as a comprehensive system comprising leadership, culture, team practices and tools

3 chronological planning phases:



Looks at wastage such as overproduction, over-processing, unnecessary downtime, and unnecessary waste of stock on hand

3

TOTAL QUALITY MANAGEMENT

An integrated approach by management to focus on quality and continuous improvement across all levels of an organisation

Involves ongoing training in analyses, assessment, correction and implementation tools



Uses and repeats Plan-Do-Study-Act cycle (PDSA)

Benefits of Process Improvement Methodologies



Reduces operating costs



Generates higher revenues



Improves compliance with industry standards



Improves brand image



Higher levels of customer satisfaction



Time savings

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