



# PROCESS IMPROVEMENT REPORTING FORM

Location of Improvement (Department, Unit/Division): \_\_\_\_\_

Improvement Team: \_\_\_\_\_

Date: \_\_\_\_\_

Process Improvement Tool Used:    Kaizen    Mini-Kaizen    7/8 Wastes    5S    A3    5 Why's    Other: \_\_\_\_\_

No Formal Tool Used

**BEFORE**

**AFTER**

Describe the waste/problem area:

Describe the improvement made:

Process improvements that were made (select all that apply):

#### COST MEASURES

- Cost savings
- Labor savings
- Increased revenue
- Return on investment (ROI)

#### PROCESS COMPLEXITY MEASURES

- Less process steps (tasks)
- Less handoffs
- Less decisions
- Less delays/waits

#### QUALITY MEASURES

- More customer satisfaction
- More employee satisfaction
- More percent complete and accurate
- Less defects/errors

#### 8 WASTE MEASURES

- Less defects (defects, errors, mistakes)
- Less overproduction (more products/services produced than needed)
- Less waiting (people, parts, systems, facilities wait for a prior step to be completed)
- Less non-utilized staff creativity (employees skills/abilities not taken advantage of)
- Less transportation (unnecessary movement of materials and information)
- Less inventory (unnecessary storage of materials)
- Less motion (movement of people that does not add value to product/service)
- Less extra processing (higher quality product/service produced or elaborate/expensive method used than is needed)

#### CYCLE AND TIME MEASURES

- Less processing time

#### PRODUCT MEASURES

- More customers needing/requesting service
- Less customers needing/requesting service
- More units produced
- Less units waiting for processing
- More submissions that are complete
- Rework percentage decreased
- Less staff working on a process
- Less area (square feet) per process
- Less injuries per process
- Less Work In Progress (WIP)

#### VALUE MEASURES

- More value added time
- Less non-value added time