FEASIBLE PROCESS IMPROVEMENT TIPS FOR SUSTAINABLE POSITIVE RESULTS

speaker
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objectives
feasible process improvement tips

understand the relationship between workflow and profit

address business challenges by identifying bottlenecks

establish workflow improvements and sustainability procedures

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relationship
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\[ \text{time} = \text{money} \]

\[ \text{workflow} = \text{time} \]

\[ \text{workflow} = \text{money} \]
relationship feasible process improvement tips

therefore: workflow = money

a.k.a. profit or cash flow (repurpose/move around money)

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PROFIT

quality

cost

time*

*time = how long it takes for the customer to receive the service or product (lead time)
Ideally you would want quality services delivered quickly at a low cost. Not possible.
cost of quality
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why?

let’s take a look at the cost of quality
Prevention Costs

- increase as you increase quality.
- represent the cost of making sure things are done well: training, great equipment, good management and staff, enhanced facilities, etc.
- reflected in your financial statements and budgets.
Failure costs

- increase as your quality decreases.
- cost of handling complaints, redoing work, loss of client, litigation, wasted staff time, etc.
- typically not measured.

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![Graph showing cost vs. quality]

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cost of quality
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actual total costs = prevention costs + failure costs
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what this really means

a) you want to maintain/improve quality and receive the most profit through cost control.

b) this does not mean eliminating cost (expenses). rather, get the biggest bang for your buck.
workflow improvement takes a look at the relationship of time vs. cost to maintain or improve quality.
workflow roadmap
feasible process improvement tips

where to begin

challenge

improve your business systems

profit

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workflow roadmap
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(1) identify which systems need improvements
(2) identify the bottleneck(s)
(3) prioritize the bottleneck(s)
(4) create workflow improvement process
(5) ...
all processes should be documented, as appropriate, and they become part of your tools.

what doesn’t work is just as important as what does.
Scenarios

workflows that can be immediately reviewed, adjusted and improved...

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Workflow improvements are only sustainable if they are reviewed periodically and adjusted accordingly:

- after a specific point in time
- after staff turnover
- addition, deletion or change in services
- after marketing campaign implementation
- etc.
Jeanette C. Delgado, CPB
owner and business consultant

About The Presenter
Jeanette C. Delgado, CPB is the owner of JD Management Advisory, LLC a firm who’s mission is to assist businesses in not only surviving but becoming successful in a competitive business environment. JD Management Advisory, LLC provides support, training and guidance to owners and their staff on the day-to-day details of running their business successfully by efficiently maximizing resources and personnel to allow them to focus on doing business. Ms. Delgado has over 30 years’ experience supporting business owners and individuals in accomplishing their goals by utilizing best practices and practical solutions.

Professional Credentials:
Bachelors of Science in Business Administration – Concentration: Marketing
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Memberships:
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