



## Innovation Rapid Process Improvement Survey Results Summary

### Survey Background

**Process management** is the work your team does to identify, maintain and improve your team's steps to get work done. When leaders manage these processes well, they create great results for their organization. Process management has many tools available to help business and service leaders and their teams improve the customer experience and business outcomes. These tools include:

- **Continuous process improvement (CPI)** constantly measures, evaluates and improves upon processes in the light of their efficiency, effectiveness and flexibility.
- Traditional **process improvement** redesign projects are significant undertakings requiring war rooms, a lot of documentation and Post-It Notes.
- CPI's emerging counterpart, **rapid process improvement** accomplishes the same or better results with less time and effort.

To discover how service firms are approaching CPI, Innovation Process Design created a survey to clients and colleagues. The survey was sent to 50 executives in July 2014, including financial, IT, government and non-profit organizations, and yielded a 24% response rate.

### Innovation Survey Results

#### Executive Summary

Process improvement is a key function of service organizations. Leaders at service organizations care about processes and how they can improve them. All service leaders polled in the survey recognize process improvement as a means to reduce risk and drive results. Most organizations have significant opportunity to better manage and improve their processes with process improvement tools. Leaders say rapid process improvement achieves goals and recognize it as a tool.

## Process Improvement by the Numbers

The Innovation Rapid Process Improvement survey to service organizations found:

**100%**

All practice process improvement



Process improvement is a key function

**82%**

The majority commonly redesign processes over months or weeks



Longer duration redesign projects still rule

**50%**

One-half have tried rapid process events within the last year: of these, all achieved all or some of their goals



But rapid events are highly effective

**17%**

Only a minority practice a high level of process improvement as CPI



Service organizations have room to improve how they do process improvement

## Survey questions at a glance

### Q1: How does your department do their process management?

The great majority of firms are constantly improving processes. Yet only a minority are committing to a high level of true CPI.

### Q2: Did your department do a process improvement project or process redesign on the last year?

All respondents reported doing a process improvement project or redesign in the last year.

### Q3: How long does it commonly take your department to redesign a process to get new results?

Most take months or weeks. Only a minority of respondents employ shorter redesign events.

### Q4: Has your department done a Rapid Process Improvement (redesign processes over days) in the last year?

About one-half have tried rapid redesign events in the last year.

### Q5: What were the results of any Rapid Process Improvement event in the last year?

Respondents that held a rapid process event in the last year achieved all or some of their goals.

### Q6: If your department has done a Rapid Process Improvement event, did you find it less time consuming or costly than more traditional process improvement done over weeks or months?

The majority that did a rapid event said it was less time consuming and costly than traditional approaches.

### Q7: Do you plan to do a Rapid Process Improvement event in the next year?

The majority of respondents said they plan to conduct a rapid event in the next year.



## **Facts about Rapid Improvement by Innovation Process Design**

- Redesign processes + effect change in real time
- Make decisions and redesign processes fast: 1-week “events” versus 12-week “projects”
- Rapid events net faster outcomes than process projects and require 20 percent less investment than traditional process improvement engagements, often with better results

## **What’s your next step?**

Ready to learn more about CPI, Rapid Improvement and how these tools can help your organization? Contact Lee Kuntz at 651.330.7076 or [lee@innovationprocessdesign.com](mailto:lee@innovationprocessdesign.com).

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