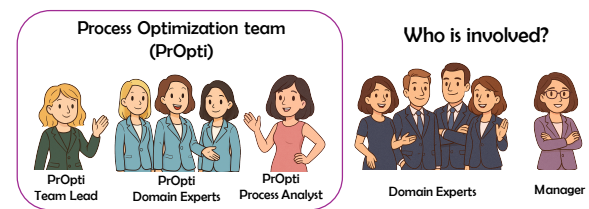


Steps towards process optimisation

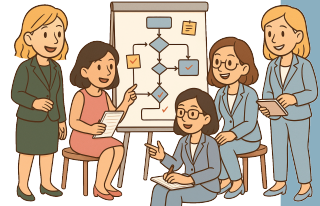


1 Plan

Miro → Sticky notes on documented process

Meeting with PrOpti team:

- Familiarize with process
- Gather questions
- Set date for workshop
- Decide whom to invite (2-3 domain experts)
- Assign roles for workshop:
 - Update documented process
 - Note improvement ideas
 - Record current process
 - Moderate and visualize information



1/2 day

3 Document

Report in Confluence

Mostly team lead & process analyst

- Write down improvement ideas
- Update documented process
- Research additional data
- Visualize data and process metrics
- Summarizes everything in a report



3-5 days

2 Workshop

Miro → Visualize current process & note ideas

- 1) Round of introduction & Ice breaker
- 2) Set goals:
 - Find improvements → Every opinion is valuable
 - Decide, if we have enough data
- 3) Record current process → Step by step!
 - Update documented process
 - Collect improvements
- 4) Review metrics
 - Frequency
 - Case duration
 - Working time
- 5) Inspect improvements
 - What to try & not to try?
 - Do we need more metrics to support a decision?
→ Measure manually?

Domain expert shares screen

Disco & prepared statistics

No final decision yet!



1 day

4 Review

Report in Confluence

- 1) Within PrOpti team
- 2) With domain experts from workshop
→ Decide on final improvements



1/2 day + 2h

5 Present

Report in Confluence

- Present results to managers
→ They can veto decisions, if necessary
- Decide, who implements improvements



2 h

How / Where?

by Linda Jantz
Find me on LinkedIn

