



EMBEDDING A CULTURE OF CONTINUOUS IMPROVEMENT

CI HABITS

Standard Operating Procedures

- ▶ Locking improvements into process
- ▶ Standardising
- ▶ Created by people in the process

Leaders ensure that the system to manage SOP's is simple and easy to use

CI locks in changes to process (SOP's)

Continuous Improvement

- ▶ Fixing the Root Cause
- ▶ Improving customer experience
- ▶ Simplifying processes

Leaders ensure the system for managing C I ideas is simple and enables fast and frequent feedback



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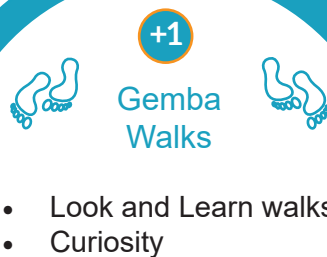
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Visual Management Boards

- ▶ Customer Value Proposition
- ▶ Alignment on True North
- ▶ Real-time visual data on what's happening

Leaders set clear expectations about VMB content and explain 'the why'

VMB's guide conversations in huddles



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Huddles

- ▶ Quality conversations
- ▶ Short and focused
- ▶ Action oriented

Huddles identify opportunities for C I

Leaders demonstrate that huddles are important by frequently visiting them

4+1 Embedding a Culture of Continuous Improvement in Financial Services

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