

Conducting Business in a Newly Integrated Office:

A Transactional Process Improvement Approach

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An effective process improvement plan normally follows these stages:

1. Define the problem
2. Analyze the current process
3. Generate ideas
4. Analyze ideas
5. Adopt ideas and implement

Developing the Plan and Setting the Course

The first step in developing a process improvement plan is to define the problem. This involves identifying the current process, the problem, and the desired outcome. The next step is to analyze the current process. This involves identifying the root cause of the problem and the areas for improvement. The third step is to generate ideas. This involves brainstorming ideas for improving the process. The fourth step is to analyze ideas. This involves evaluating the ideas and selecting the best one. The fifth step is to adopt ideas and implement. This involves putting the plan into action and monitoring the results.

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Aligning the Office with the Plan

The next step in developing a process improvement plan is to align the office with the plan. This involves identifying the areas of the office that need to be changed and the resources that are needed to make those changes.

