



High-Potential Improvements

For teams that are working to transform key processes, certain types of improvements come up time and again as the biggest drivers of positive change. That's what this reference sheet is all about. Use it as you begin to design the future-state process.

1. Give customers clear guidance early on so they know exactly what to do
2. Replace multiple entry points with one entry point
3. Simplify forms so they're done right the first time
4. Develop one form to replace multiple forms
5. Turn a paper form into an electronic form that's completed online
6. Put key subprocesses earlier in the process
7. Replace multiple similar subprocesses with one standard subprocess
8. Create fast-track processing for certain types of customers
9. Use single-person processing to eliminate batching and handoffs
10. Reduce checks, inspections, and sign-offs by supervisors and others
11. Consolidate multiple reports into one
12. Replace hardcopy documents (records, apps, etc.) with electronic files
13. Eliminate "requirements" that are not required and don't add value
14. Change a numeric threshold so additional steps are triggered less often