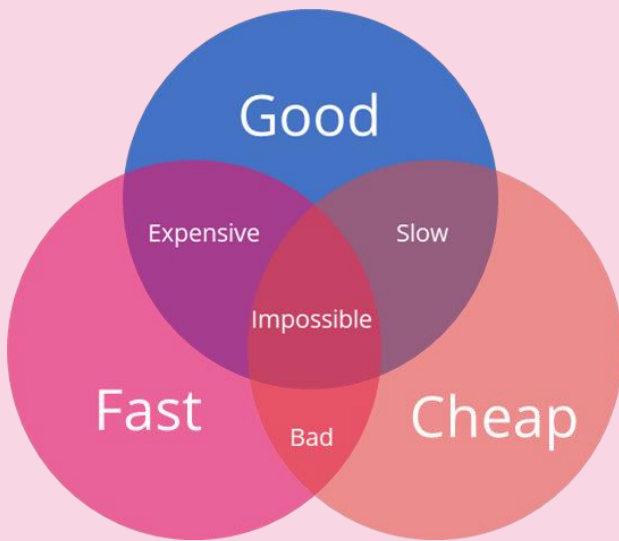


Improving What You Do Virtually – Remote Process Improvement



Has the impact of lockdown resulted in your business needing to streamline and be more efficient?

Or could improving your processes mean that your business could thrive and not just survive?

And how would you even start something like that whilst working remotely?

When is the last time you reviewed the processes in your business?

Are you continuously improving or are you still doing the process the way *Jean* started doing it in 1995? Do you know why you do what you do? How it helps the business achieves its goals? Is it documented or did *Jean* pass it on to her successor through conversation alone? This is not uncommon in many businesses.

At this point, many people say '*if it isn't broke, don't fix it*'. Maybe it isn't *broke*, and maybe it doesn't need *fixing*, but more than likely it could be improved, enhanced and streamlined to improve both your business efficiency and effectiveness. Maybe those improvements and enhancements can support your business growth or improve the service you provide to your customers. Either way wouldn't it be good to know?

Whilst many businesses understand the long-term benefits of investing in process reviews and process improvement, especially during this challenging economic time, not many actually do such a review. This is often because they don't know where to start. Added to that, we are in a global pandemic too!

So how, as a business owner do you start to review processes now, and is it possible to review and improve them remotely?

We have successfully adapted, innovated and created a mechanism for reviewing and improving remotely; here are our top 5 tips to go about doing it.

1. **Be clear on what your objective is.** Are you looking to reduce costs, improve efficiency, improve customer experience or all of the above? We always like to start each project and subsequent workshops with a set of guiding principles; these will keep you focused on your objective(s).
2. **Get the right people engaged on the review project.** You will need a blend of subject matter experts, as well as creative / innovative thinkers; maybe someone who doesn't know your

process and will challenge why you do what you do. In our experience, the brain that has the problem, does invariably have the solution. Get those who are involved in the current process involved in improving it.

3. **Get the team engaged** – video calling is essential. Being able to see people on screen isn't the same as being face to face, but nonetheless its essential for building a collaborative change team. Spend time explaining the objectives for coming together and what role each purpose will be playing and making sure each person gets a chance to speak and share their views.
4. **Agree what's in your digital toolbox** and which tools you are going to use for which purpose. There is a large selection of tools available; some free some paid for. Which tools are you going to use for document sharing and screen sharing; how are you going to achieve online collaboration? Which virtual whiteboards are you going to use and how do you make it easy data capture? Google- hangout and jam board are good free resources
5. **Communication has to be a focus in all collaborations**, reviews or change projects, but even more so when it's done remotely. Increase repetition, create FAQ's and hold Q&A sessions to ensure that the message doesn't just provide awareness and understanding, it engenders engagement and commitment from your audience. We find that little and often can be more effective than one long progress review meeting.

Such remote collaborations, when facilitated well, are very engaging for people taking part in process improvement. Being part of something visually coming to life on screen and witnessing progress in action is an added benefit for any business. Why wouldn't you give it a try?

If you want to find out more about remote process improvement and the impact it can have contact us on info@thinkinspireandcreate.com

