

Business Process Improvement VS *Fast Start* Offerings Considerations On Both Approaches

Below are considerations for which approach would be most applicable to your business scenario. While both have their strengths, it is important to apply the right approach to meet your business needs and capabilities (resource availability, time, cash, etc). You will find that the standard Business Process Improvement approach is for end-to-end process wide issues, while the *Fast Start* approach is time and team based, which performs a quick scan of issues and quick hits for a small scoped area or a specific business issue.

1. **Business Process Improvement**. This approach is used when companies want to review the end-to-end business process flow for all issues, quick hits, perform and analyze root cause, define a future state and then develop a transition plan from a job design, process and technology view. Depending on the amount of change, Organizational Change Management activities can be integrated into the effort. The selected process achieves deeper analysis and richer improvements (20-45%) through this approach and is then positioned for continuous improvement to sustain long-term value.
 - a. Efforts: The consulting team performs Baseline process mapping, root cause and trend analysis, To-Be design and transition planning workshops with various sets of the organization, including the “customers and suppliers” of the process.
 - b. Pros:
 - i. Positions the organization to understand throughput of the total process and cross-functional interactions, not functional silo transactions for a Lean Enterprise.
 - ii. Positions for ongoing improvement and being able quickly address new business issues or customer requirements.
 - iii. Provides more time for deep analysis to get to systemic problems and value
 - iv. Includes more organizational change efforts including job design and measurements
 - c. Limitations: Takes more time and resources to complete. Depending on the scope of the effort (and size of the organization – people and locations), the complete effort can take anywhere from 10 to 20 weeks for a mid-size company.
2. **Fast Start**: This approach focuses on a specific issue or smaller scoped area. The objective is to facilitate the responsible organization through the current process, identify issues, and facilitate root cause and corrective actions for the top five issues. The intent it to perform a quick scan of a process and identify quick hits.
 - a. Efforts: The consulting team meets with subject matter experts to quickly map out the current process. Following sessions are facilitated with the organization validates the issues, performs a root cause and corrective action effort.
 - b. Pros:
 - i. Quickly identifies key issues and recommendations for the top five issues
 - ii. Remains process based, can be performed in 2-5 days (depending on scope size)
 - c. Limitations:
 - i. Does not allow for complete analysis on issues
 - ii. Does not include organizational change activities
 - iii. Does not provide a To-Be or future state process map, or transition plan
3. **Combining**: The Fast Start can be used to “tune” previous process improvement efforts, and Fast Start output can be re-used if the standard approach is desired later. Both approaches can leverage the benefits of the process improvement training for the core team.

Additional References:

1. BLCN Business Process Improvement – Lean Enterprise
2. BLCN Fast Start – Quick Hit Program
3. BLCN Business Process Improvement – Lean Enterprise Training

For more information about this offering, or BLCN, please contact:
Randy J. Somermeyer, Managing Principal: (303) 530-4895 rjs@blcn.net, or
Send an email to info@blcn.net or visit our website at www.blcn.net for other offerings