



The A-Z of Continuous Improvement

A COLLABORATIVE COLLECTION



by ICiPS Twitter Members

Foreword:

This e-book is the fourth in our series and is put together by our ICiPS Twitter members alone, who are experts in the field of Continuous Improvement.

This A-Z is a memory jogger; a fun way to refresh yourself on what continuous improvement is, what it can encompass and is very useful for those new to our industry.

Please feel free to browse our website for other free ebooks and do have a look at all the other resources and information to be found there.

Debbie Simpson

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Twitter @ICiPS

A

is for ...



**Ask | Add Value | Adopt and Adapt,
Awareness | Adjust | Advance**

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B

is for ...



**Break Down Boundaries
Be Bold**

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C

is for ...



**Collaborate | Culture
Challenge**

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D

is for ...



Design for the Customer
Daily Huddle | Develop | Dare

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E

is for ...



Educate | Engage | Evaluate
Environment | Endeavour

@ICiPS

F

is for ...



Focus on the Customer
Future Focus

@ICiPS

G

is for ...



Get It Right First Time

@ICiPS

H

is for ...



**Hold to Account for Quality
and Behaviours**

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I

is for ...



**Innovate | Imagine
Invest**

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J

is for ...



**Join Up & Test
Justify**

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K

is for ...



**Know Your Customers' Needs
Knowledge**

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L

is for ...



**Look | Listen | Learn
Leadership**

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M is for ...



Monitor | Measure | Manage
Modify

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N is for ...



Never Say Never
New

@ICiPS

O is for ...



Optimise | Observe
Operate | Opportunities

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P

is for ...



**Prevent Error | Purpose
Problem Solving | Progress**

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Q

is for ...



**Quality At All Times
Qualify | Question**

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R

is for ...



**Remove Wasteful Processes
Remove Risk**

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S

is for ...



Strategic Alignment Matters

Share Lessons | Suggest

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T

is for ...



Talk | Try | Transform

Team Information Boards

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U

is for ...



Understand How Performance Meets

Requirement | Unify

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V

is for ...



**Valued Adding Activities Only
Visual Management | Variation**

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W

is for ...



**What Was Different When It
Went Well? | Why?**

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X

is for ...



**X-Ray: Look Into The Systems
For Improvement Opportunities**

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Y

is for ...



**You Are Only 3 Steps Away
From Someone With An Answer**

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Z

is for ...



**Zero Defects | Zero Complaints
Zero Delay**

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Thank you!

We hope you have enjoyed this e-book and have taken something away from it.

Our aim is always to add value to #Continuous Improvement.

Debbie Simpson
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