CI
Quick Tips

The Institute for Continuous Improvement in Public Services

CI Quick Tips

> Identify opportunity or issues, clarify root cause, consider wider system, generate ideas to improve and sustain.
> Change.   Repeat

Quick CI tips from @ICIPS

> The seeds for successful ideas often grow from the learnings of a failed attempt

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> The difference between possible and impossible could simply be the way in which the problem is being viewed

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> Large challenges can often be solved in small chunks

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> No-one ever knows everything - so be mindful of what you don't know, and plan how you will find out
>
> **Quick CI tips from @ICIPS**

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> The quality of everything we do depends on the quality of the thinking we do
>
> **Quick CI tips from @ICIPS**

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> **"**
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> Although processes and tasks may be done efficiently; question if they are needed at all
>
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> A process is like a drain;
> full of waste and easily blocked. Rubbish in at any point will diminish flow and store problems for the future
>
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> Repeated failure is a sign that lessons were
> not learned the first time round
>
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> Why, When, Where, Who, What & How
> Key words for informed change
>
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> The benefit of admitting you face a challenge is that the people who you share this with, may be able to signpost you to a solution
>
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> A spark can cause a fire, so capture every ideas no matter how small it may seem
>
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> Keep your eyes WIDE open

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> Listen to what people say

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> Be open to ideas

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> Don't simply accept the norm

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Look at things through the eyes
of your customer

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Sometimes the most obvious and easiest
improvements are right in front of you

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> **"**
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> Things that go wrong are often improvement opportunities waiting to happen
>
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> **"**
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> Be aware of what is happening around you
>
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> Just because something is done quickly, doesn't mean to say that is the most efficient way to do it

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> Familiarise yourself with process wastes and eliminate them

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> Don't mistake poor management for the need to change a process

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> Improving processes will also improve your experience, skills and confidence

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> Understand what your customer needs
> to do their job effectively

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> Don't duplicate tasks at
> hands-off points

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> Celebrate effort as well as success

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> The impossible is sometimes possible -
> make your transformational ideas visible

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And lastly

> CI is more fun as a team activity :)

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As always, we hope you have enjoyed this ebook and have taken something away from it.

Quick Tips and Best Practice are always useful when shared and these tips are designed to do just that.

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