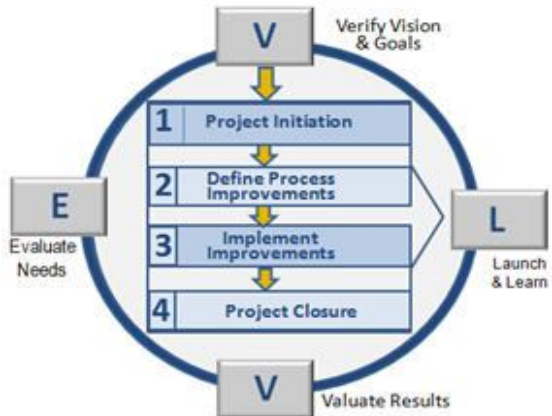


# The Steps to Successful Process Improvement Using Our EVOLV™ Methodology

Our EVOLV methodology provides you with a powerful approach to help you address the required best-practices that will enable you to succeed and evolve to the next level.

Our model enables you to either do it yourself or utilize our experience and knowledge to facilitate you through the process.

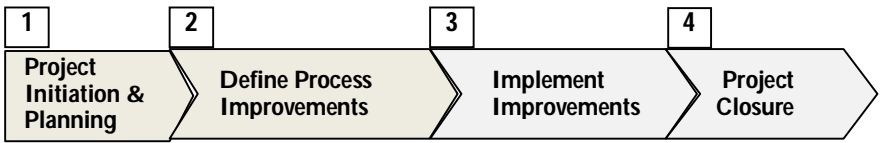


EVOLV™ is our proprietary methodology that utilizes an effective management approach that help ensure sustainability of any process improvement effort or project you undertake. It integrates best-practices and simplifies what can otherwise be complex to manage, execute and measure. It is divided into 5 phases with each phase having its own templates and tools.

<b>E</b>	<b>Evaluate your needs</b>	Our assessment tool enables you to assess your needs in a methodical way
<b>V</b>	<b>Verify and align your vision and goals</b>	The next phase is to identify your high level goals, timeline, budget, scope and priorities so you can ensure alignment to your project.
<b>O</b>	<b>Organize your project in the most efficient way</b>	Once the need has been established and the goals are defined, the next step is to initiate a project and organize it in the most efficient way. An outline of the project implementation steps are included the next page.
<b>L</b>	<b>Launch, learn and monitor your progress through an effective reporting approach</b>	Once the project is developed and implemented, an ongoing process needs to be launched in order for the change to be measured and effectively sustained <ul style="list-style-type: none"> <li>✓ Use an easy reporting process to measure progress of the key performance indicators</li> <li>✓ Define the meeting members and the frequency for regular status meetings with process owners and key process users and other relevant stakeholders, customers, etc..</li> <li>✓ Use a structured meeting agenda to facilitate the meetings and a process for managing action items from the meetings.</li> </ul>
<b>V</b>	<b>Value your actual results against plan and identify next steps evaluation</b>	The Valuation phase helps determine the success of the improvement effort and next steps to ensure a continuous improvement process is built in. This includes using the following tools to manage results: <ul style="list-style-type: none"> <li>✓ A dashboard and an organizational scorecard</li> <li>✓ Individual performance scorecards</li> <li>✓ Action plans</li> <li>✓ Lessons learned and improvement ideas to be evaluated</li> </ul>

## The Project Implementation Steps

The project implementation is categorized into 4 steps that utilize project management best practices.



### Step 1 – Project Initiation & Planning

The first step is to define the scope and goal of the project. There are clear deliverables that need to be completed in this step including:

- Charter / Business Case / Statement of Work
- Deliverable Timeline
- Change Management Plan
- Communication Plan

### STEP 2. Define Process Improvements

There are 5 objectives that need to be completed in this step as outlined below. Each of the deliverables requires facilitated sessions that participants need to prepare for and participate in a group.

- Kickoff
- Analyze Current State
- Clarify Future State
- Develop an Implementation Plan
- Refine Business Case
- Management Presentation

### STEP 3- Develop and Implement Solution

This is part of the execution phase of the improvements that were defined in the previous steps

- Implement Improvements
- Develop Training
- Training for Phase 1
- Phase 1 Roll out
- Next Phase Roll out

### STEP 4- Project Closure

Once the project is implemented, a post implementation review is conducted to review lessons learned, get feedback from the project team and improvement ideas for the next process improvement effort.

In this step, the project budget and final report is compiled to review with management.