## Optimizing a Process

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Decide which processes should be optimized.</td>
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</table>
| 2    | Determine the process elements. This can be accomplished by asking the following questions:  
  - What is the process goal?  
  - When does it start and end?  
  - What are the activities within the process?  
  - Who (employees and departments) is involved in the process?  
  - What information carries between each step? |
| 3    | Review the current methods of accomplishing the process. Ask the following questions:  
  - Are there things being done manually that may be automated?  
  - Where are the process redundancies?  
  - How many employee hours does it take to complete this process?  
  - How many employee hours could be saved with process cuts?  
  - Where are the process bottlenecks?  
  - Where do process errors occur? |
| 4    | Remove non essential steps identified so far. Identify:  
  - Which steps were cut? |
| 5    | Determine which steps can be automated. |