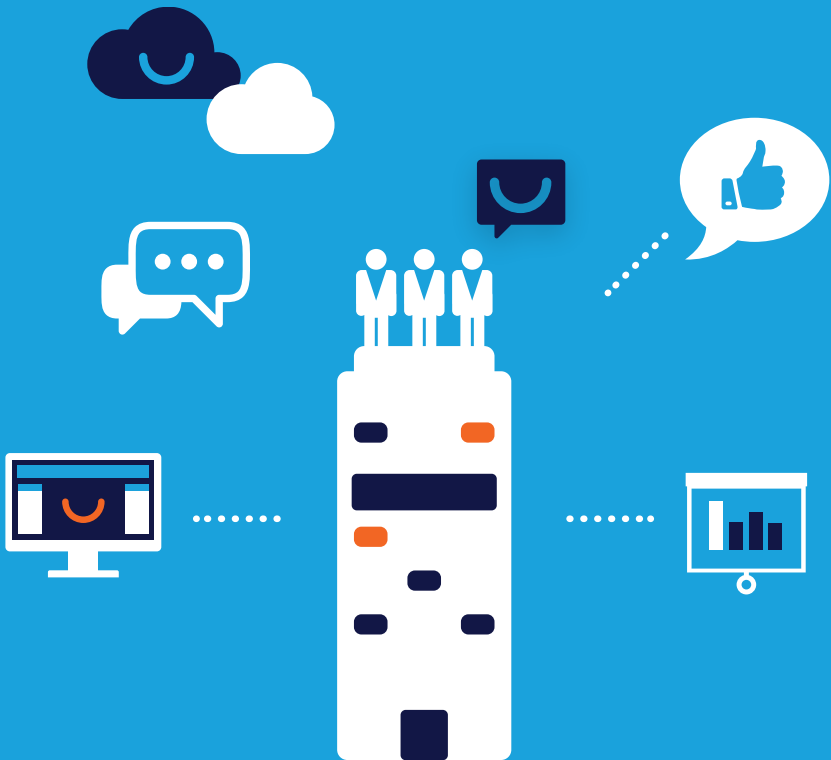


6 Steps

Continual Service Improvement





In simple terms Continual Service Improvement (CSI) can be described as a process to improve IT process and services. However, to really be successful CSI has to combine strong processes with a culture that embraces and promotes improvements, collaboration and team work. Ensuring your team have the right attitudes, behaviours and culture will make improving your people, processes, technology and supply chain much easier to do.

1 Decide what your vision is

Before you start making your improvements, you need to know what changes you are going to make and why. This means deciding what your future is going to look like; what is your vision? By settling this at the start you will have clarity on where you are heading, and help your teams focus on the destination and what you want to achieve.

2 Review where you are now

Now you need to understand where you are now. This is the time to assess your existing people, processes, services and technology. Whether you do this internally or via an independent expert, this knowledge will give you powerful insight into what needs to be changed to achieve your vision.

3 Look at where you want to be

This is where you set your measurable goals and target the "where do I want to be and by when". You should be looking to set your goals and targets for all the areas you need to measure performance improvements.

You should liken your goal to your destination and it should be time-bound so that you know when you need to get there. You should also set Key Performance Indicators (KPIs) to measure how you are getting along in your journey and ensure you are on-track.

4 Decide how you are going to achieve your goals & vision

Encourage your team to come up with suggestions for improvements - by doing so you encourage commitment to the culture of CSI and keep them motivated. There are a number of ways to do this but we recommend a simple suggestion box where people can drop their ideas into.

Review all ideas and assess them for benefits and value to the organisation, the customer and the vision - if they don't offer either, don't consider them. Those that offer the most value in the shortest time should be given priority. It is good practice to make the changes small and deliver many changes frequently, so that progress can be seen.

5 Review your performance

It is vital that you analyse your performance against the goals, targets and KPIs you have set, as this will allow you to step in and take action if you are not making the progress you should.

If your goals have been met then you should celebrate with your team and reward them accordingly - and don't forget to share your successes with the rest of the organisation.

6 Don't stop there

As this is about Continual Service Improvement it is important to not stop there - instead, go back to the beginning and start the process all over again.

You should always make time to review how you are doing and make strides to improve.

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