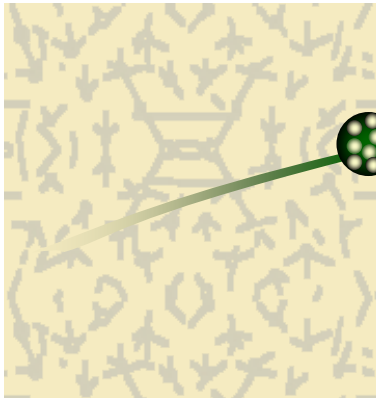




Top Ten Success Factors for Process Improvement

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Hong Kong Productivity Council



Number 10 - Progress Must be Visible

- § **Something must be done at least Every 60 Days**
- § **Project Plan & Progress**
- § **Publicity**
- § **Charts, Posters, Newsletter**



Number 9 - The Processes Must be Effective

§ Is the existing process suitable

- Consistency
- Repeatability
- Improvement

§ Will Ready-to-use process suitable

- The gap
- The Changes

§ World-class Process & Benchmarking

§ Weakness & Benefits

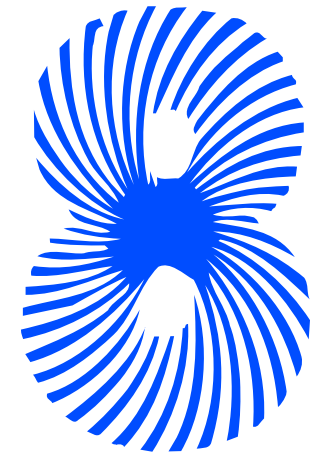
§ What works and What doesn't



Number 8 - Define Your Process, then automate

§ **Process First or Tool First**


§ **Define the functions of the tool**



Number 7 - Process Improvement Must Add Business Value

- § **Why we want to do it**
- § **What benefit will it bring**
- § **Will it Justifiable**
 - Making Business Sense
- § **Measurable**

7



Number 6 - All must be well-aware and be trained

- § **What is it**
- § **What is going to happen**
- § **What is my involvement**
- § **Will there be any changes to me and what are they**
- § **New Ways of doing things**
- § **Specific Knowledge**





Number 5 - Ultimately, Everyone will be involved

- § **Reward & Recognition**
- § **Changing Corporate Culture**
- § **On-going & continuously**

- § **Resistance to Change**

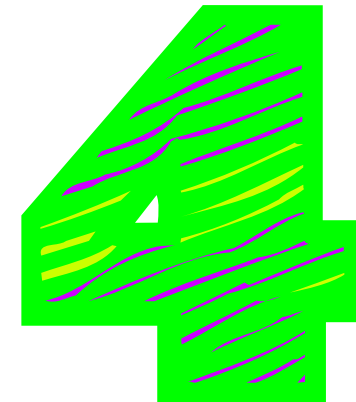
- § **Dissatisfaction**
- § **Future Vision**



5

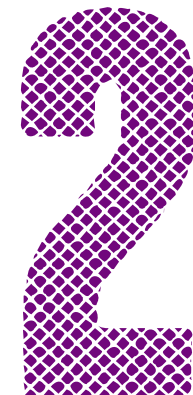
Number 4 - Know the Champion/Pioneers

- § **Pilot Group**
- § **Knowledge sharing**
- § **Promoter**
- § **See the initial Benefits**



Number 2 - Implementer

- § **Project Manager**
 - Planning & Monitoring
- § **Dedicated and Knowledgeable**
- § **Reporting to Management**
- § **Initiative and Lead**
- § **Change Agent**
- § **Supporting Structure**
 - People
 - Technical



Number 1 - Sponsor

- § **Commitment, Commitment, Commitment**
- § **Support**
 - Financial
 - Priority
- § **Sponsor, Promoter**
- § **Shared Vision**
- § **Business Objectives**
- § **Reward & Recognition**



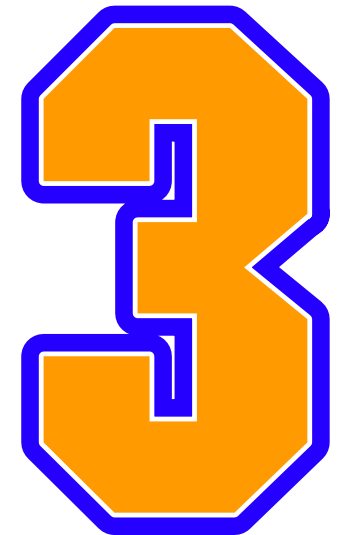


Summary

- § **Soft Techniques**
- § **People Issues**
- § **More than 10**

Number 3 - External Advisor

- § **Shared Experience**
- § **Knowledge Transfer**
- § **Get the right message to the appropriate level**





Thank You

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