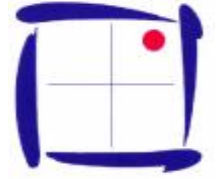


2 Principles

The principles for achieving a World Class process



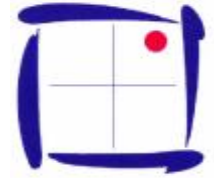
OTP
One Touch Processing

RFT
Right First Time

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10 Tactics

Tactics for Process Redesign



1. *Learn from the best, don't reinvent the wheel*
2. *Identify all the customers of the process and be clear about their requirements*
3. *Eliminate as much Non-Value Adding activity as possible*
4. *Move "Value Adding" activities close together, physically and organisationally*
5. *Make decisions in the process as early as possible; in particular bring those activities which require analysis or diagnosis to the beginning of the process*
6. *Standardise procedures for people operating the process*
7. *Avoid duplication of effort; ensure that no activities which occur later might be better completed earlier*
8. *Create separate processes for complex transactions and a fast-track methodology for routine ones*
9. *Establish a rhythm for each part of the process; define the start and finish times for completion of each key set of activities*
10. *Create visible measures to monitor success and to encourage Continuous Improvement*