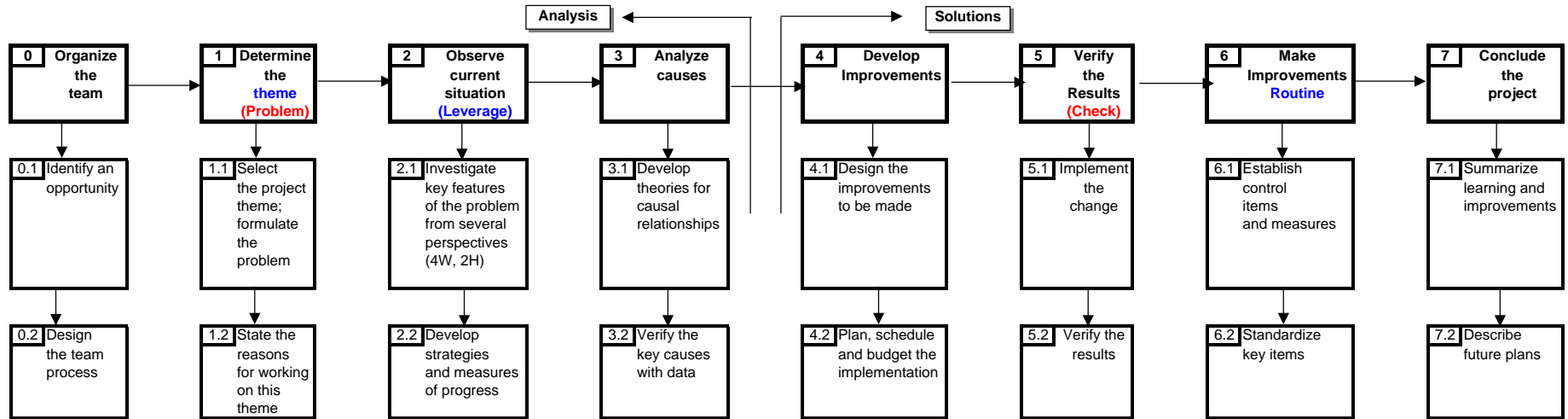


# Process Improvement Steps

Should be done in parallel!



- Find what customer wants.
- Determine strategic impacts.
- Identify outputs and their respective quality measures.

- Determine **leverage** points.

**Theme** = Adding value to the "customer" (internal & external)  
 Making it: **Cheaper, Better, Faster, Smaller**

**Leverage** = Problems in the process that will make a significant impact on the theme. Comes from measure(s).

**Quality** = How well is it done from the perspective of the **customer**?