Continual Service Improvement – Pipedream Or Possibility?

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Introductions

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Most organizations have a difficult time getting started with Continual Service Improvement (CSI). The first basic question is WHY?

- Is it a lack of commitment?
- Can we not identify the benefits clearly enough?
- Is it just a lack of time and resources?
- Are we being held back because of low process maturity?
- Should we be leveraging practices such as Lean, Six Sigma, Deming, etc.?
Discussion Board Comments

- CSI is hard to get started
- It is scary to start down the CSI road
- Lean is a method that CSI can utilize
- Incremental improvements can have more value over longer term improvement projects
- CSI needs to be proactive and not reactive
- CSI doesn’t happen for free as it takes an investment in resources
- The ABC worst practice card 'Plan, Do, Stop....no continual improvement focus' is still in the top 5 globally chosen
Do We Need To Change Our Thinking?

- Your comfort zone
- Where the magic happens
Questions

- What does CSI really mean?
- Why is it so difficult to implement a Continual Service Improvement practice?
- Who is responsible for Continual Service Improvement?
- Can you implement CSI without the maturity of other key processes?
- How does Lean fit into the CSI picture?
What We Typically See

Investment to Design and Implement Processes

Investment to Protect the Original Investment
How Do We Know We’ve Been Successful?
As Leaders, How Do We Ensure CSI Success?
Key Messages
Thank You!

Session Evaluation
Please take a few minutes to fill out an evaluation on this session. We greatly appreciate your feedback!

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