

The AC Way

# Continuous Improvement Framework

1

## DEFINE

Define the Problem



**We have an issue**  
*Where should we focus?*

2

## MEASURE

Understand the Problem



**We want to understand**  
*How do we break it down?*

3

## ANALYZE

Investigate the Causes



**We want to dig deeper**  
*How do we investigate it?*

4

## IMPROVE

Trial and Test Solutions



**We want to improve it**  
*How do we make it happen?*

5

## CONTROL

Maintain the Solutions



**We want the solutions to last**  
*How do we monitor and sustain?*

## STEPS

### 1-1 PROJECT CHARTER

Establish the project charter to define the most critical and impactful opportunities for improvement of the value stream

### 1-2 VOICE OF THE CUSTOMER

Obtain Voice of Customer to understand the problem from the customer's lens

### 1-3 STAKEHOLDERS

Identify sponsor and all stakeholders. Establish the project team, roles and plan

### 2-1 BASELINE + CURRENT STATE

Develop and monitor data collection and gather evidence that illustrates the problem

### 2-2 PROCESS MAPPING

Document the steps in the process and identify the painpoints that contribute to the core problem identified in the project charter.

### 3-1 ROOT CAUSE ANALYSIS

Performing a RCA using a broad range of techniques

### 3-2 VALIDATE CAUSES

Validate the deep issues of the problems with customers and stakeholders

### 3-3 SUMMARIZE FINDINGS

Revise the process map and create a flowing summary of the problem, the current state analysis, the data and validated root causes.

### 4-1 BRAINSTORM SOLUTIONS

Brainstorm, prioritize and test out ideas or solutions

### 4-2 TEST, TRIAL + IMPLEMENT

Experiment, pilot, test and trial solutions. Create timeline and determine resources for full project roll out

### 4-3 CHANGE MANAGEMENT

Plan for change. Keep stakeholders informed about the changes and continue to support during roll out

### 5-1 30/60/90 FOLLOWUP

Ensure improvements are sustained at various intervals

### 5-2 MONITOR AND VALIDATE

Monitor data to ensure improvement is effective at resolving original problem

### 5-3 CELEBRATE + CLOSE OUT

Communicate outcomes of improvement project