



## Chapter 6: Keep Improving

The last secret of process improvement: it's not a one-and-done event — it's a habit.

Once you've got the basics down, keeping your operations humming should feel like routine maintenance, not emergency surgery.

### Schedule Regular Reviews

Processes that work great today can get clunky next year. So, make process reviews part of your team's normal rhythm:

- Pick a cadence (quarterly is fine)
- Use your Process Inventory and Risk Ratings to spot new priorities.
- Adjust focus areas as your company's goals evolve.

### Listen to the Front Line

Nobody knows process pain points better than the people who do the work daily.

- ✓ Hold quick “process check” huddles
- ✓ Keep a simple log of improvement ideas
- ✓ Reward staff for speaking up and suggesting fixes

### Celebrate the Continuous Improvement Mindset

As your team sees that small tweaks lead to big wins, they'll naturally spot more opportunities to streamline, simplify, and boost quality.

Make “fixing and improving” part of how your operation runs every day — not just when there's a big crisis.