



## Welcome

Welcome to our seventh newsletter. Please feel free to contact us if you would like to discuss any aspect of the newsletter - our contact details are at the bottom of this page.

## Six Step Improvement Model

*“The improvement methodology needs to be disciplined, methodical and robust”*

Arthur Tenner and Irving DeToro in their excellent book “Process Redesign – The Implementation Guide for Managers” have much to say about basic tools such as continuous improvement. Continuous improvement is a key weapon in an organization’s arsenal for moving towards world class performance.

The six steps in this improvement model are:

1. *Understand the customers.* You have to understand your end customer’s **both** stated requirements **and** unstated wants, needs and expectations. Measure your organisation’s ability to meet these requirements and identify gaps.
2. *Assess efficiency.* Select internal process measures that reveal how well the process is performing.

### Inside this Issue

- 1 Welcome
- 1 The Six Step Improvement Model
- 2 What’s new...?
- 2 Tip of the Month
- 2 Did You Know?

Gather data and determine how well it meets internal requirements like cost, variability and cycle time.

3. *Analyse the process.* Rate the condition of the process. Is it effective but inefficient, or ineffective but efficient, or worse, both ineffective and inefficient? While effectiveness and efficiency sound similar and start with the same letters, they both mean different things. Effectiveness describes what is produced in relation to what the customers need or expect. You can increase effectiveness by improving the products or services you deliver. Efficiency describes how well the process performs. Increasing efficiency can be achieved only through process improvement. Select the improvement path you wish to proceed with, whether it is continuous improvement for incremental gains, benchmarking for step changes or reengineering to achieve dramatic breakthroughs.
4. *Improve the process.* Continuous improvement relies on understanding the root causes of any gaps between your customers’ requirements and your organisation’s capacity.
5. *Implement changes.* Before adopting any changes on a full scale, it is advisable to pilot the revised process. Simulate the new process and test critical factors.
6. *Standardize and monitor.* Continue to track performance, monitor cycle time, cost and variation. Observe competitive moves and measure customer satisfaction. Continuously improve the process to sustain your competitive edge.

*Efficiency is doing things right whereas effectiveness is doing the right things.*

## What's new...?

### Resources from ACC – Work Smart Tips

Smart Tips is a free online tool that lets you customize health and safety information specific to your workplace, employees and colleagues. Go to <http://tinyurl.com/yk5pawq>

### Resources from Department of Labour

Workers with Low Literacy or Numeracy Skills: Characteristics, Jobs, and Education and Training Patterns (March 2010)

Download this from the DoL Recent Publications [www.dol.govt.nz](http://www.dol.govt.nz)

### Bedrock Solutions

#### Workshop Coming Up – Christchurch

29 April 2010: Best Practices in Incident Investigations

#### Why attend?

- Gives you an understanding of why people may not report incidents and how to overcome this
- Gives you an understanding of injury causation models (Loss Causation Model, ACC Worksafe Injury Model etc)
- Provides you with the tools to carry out effective investigations and gives you an insight into how these tools work in real workplaces

#### Who can attend?

Training is suitable for managers, supervisors, Health & Safety Committee, Representatives or anyone with an interest in health and safety.

Contact us for further information.

#### Have other training requirements?

We can design specific in-house courses to suit your operations. Please contact us.

*“Luck is what happens when preparation meets opportunity” Seneca*

## Other News...

- B-Compliant, our new software is a health and safety management tool that helps capture and analyse critical information in your workplace. The software is currently undergoing testing and should be ready by the end of April.
- ACC's Approved Panel for supplying Health and Safety auditing services for its Workplace Incentives Programmes. Not only can we audit your company as independent auditors we can also help with your pre-audit preparations.
- In addition to the range of services we provide in the safety and process improvements arena, we are now offering a “Warrant of Fitness” check to identify improvement opportunities with respect to critical processes.

## Tip of the month

### *Special Folder Search*

**Find** function searches through your folders for the word, phrase, name, email address you specify. You can also specify which folder(s) to have **Find** look through. Click the **Search In** tab after selecting **Find**.

For more tips visit Debbie Mayo-Smith's website [www.successis.co.nz](http://www.successis.co.nz)

### Did you know?

- Giraffes have the longest neck as well as the longest tail of any land mammal.
- The month “April” comes from the Latin word *Aprilis* meaning “to open” as in blossoming flowers.
- Rainbow Bridge tucked among the rugged isolated canyons at the base of Navajo Mountain, Utah, USA is the world's largest known natural bridge.