

GET PEOPLE TUNED IN AND TURNED ON  
TO GO THE EXTRA MILE



# Continuous Improvement System

BUILD A BETTER BOTTOM LINE



LANDES  
& ASSOCIATES

# 7 Keys to Establishing Continuous Improvement in Your Business

**How would you like to get employees engaged in making business better every day? Here's how you can generate extraordinary ongoing improvement efforts throughout your organization.**

## **1. Link improvement efforts to key business goals and priorities.**

If your employees know what the business aims to accomplish, and they can see how it relates to their work, they will be more tuned into working toward those goals.

## **2. Focus employees on improvements in the processes within their own areas of knowledge and expertise.**

Business goals are the big picture, but progress comes mainly when employees concentrate on the processes they work with every day.

## **3. Streamline processes so it's easier for employees to take initiative on making improvements.**

Don't make it complicated for an employee to offer and implement productive changes.

## **4. Position supervisors as coaches who encourage employee involvement.**

Supervisors must go beyond being order-givers, and support implementation of improvements without a lengthy approval process.

## **5. Emphasize the value of all improvements, large and small.**

Recognize employees more for their participation in the process than the size of their improvements.

## **6. Document and report improvements for easy replication.**

Improvements shouldn't be one-time events, done one moment and forgotten the next. They need to be documented and shared system-wide, and they should be tracked on scoreboards along with performance indicators for all employees to review regularly.

## **7. Weave the improvement process systematically into day-to-day business activities as a routine "habit."**

This is the big one. Substantive, sustainable continuous improvement requires clearly defined systematic processes rather than a one-off program. What's more, those systems must leverage the skills and knowledge of every employee to identify and implement improvements as part of their daily work.

# We Help You Design and Implement the System Quickly.

The **Continuous Improvement System** offered by Landes & Associates is modeled after a method that has been implemented successfully by numerous Baldrige National Quality Award winners.

The system can help you take action on improvements and achieve results —now! We tailor it to your business so you can go from weeks or months to mere days or hours in getting employee ideas generated, approved and implemented.

Organizations have experienced as much as a **300% increase** in implemented employee improvements using the **Continuous Improvement System**. Its success is based on several factors that make it different from the typical employee improvement approaches.

If you merely want to tweak your current suggestion program, the **Continuous Improvement System** definitely is NOT for you. On the other hand, if you're eager to generate out-of-the-box results, then this system can deliver what you've been looking for.

**When it comes to engaging your employees  
in making business better, do they see it  
as an occasional one-off activity ...  
or a routine way of life?**

# **Continuous Improvement System**

PRESENTED BY



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