

Continual Process Improvement

“We do not live in a static world and our ability to continually evolve our business, products, and services to exceed the expectations of our members and guests is critical to our success.

Quoting again from Jim Collins’ *Good to Great*:

‘Much of the answer to the question of ‘good to great’ lies in the discipline to do whatever it takes to become the best within carefully selected arenas and then seek continual improvement in these. It’s really just that simple.’

Given the many details associated with management, continual process improvement is the discipline and methodology of constant review and improvement of the operations to include work processes, standards, policies, procedures, organizational systems, programming, training, and administration to ensure they attain a new level of performance that is superior to any previous level.

SAMPLE

Definition. Continual process improvement is the discipline and methodology of constant review and improvement of the operations to include work processes, standards, policies, procedures, organizational systems, programming, training, and administration to ensure they attain a new level of performance that is superior to any previous level.

Purpose. The purpose of Continual Process Improvement is to constantly seek better ways of doing things – that is to improve the efficiency, effectiveness, and financial performance of the club while providing a quality of service and level of satisfaction that encourages greater use and enjoyment by members.”

Ed Rehkopf, What I Expect from My Club Management Team

Discussion Point: How can a system of Continual Process Improvement be implemented and how they might be overcome.

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Take Away: Continual Process Improvement is a necessary discipline to any operation aspiring to excellence.

Teachable Moments