

#15 Steps to Continual Process Improvement

“The discipline of Continual Process Improvement requires that all managers and supervisors are focused on and committed to improving the performance of their club, department, or section at all times. It means that no manager or supervisor should be satisfied with the status quo, but should constantly be looking for ways to improve.

In order to ensure the development of such a discipline in the club, the general manager must constantly remind subordinate managers of the need to improve and make improving existing operations a key component of subordinates’ annual work plans. Furthermore, the general manager should continually enquire, ‘What are your departmental goals for this year?’ When this level of enquiry is made, the manager, subordinate manager, and the club should agree on a set of standards, policies, and procedures.

SAMPLE

- The **will** to improve.
- A **commitment** to improve.
- The **ability** to improve.
- **Well-defined standards, policies, and procedures** to guide improvement.
- **Benchmarks to measure performance.**
- The **willingness to formally review** existing operations and formulate improvements.
- The **follow through** to make changes.”

Ed Rehkopf, What I Expect from My Club Management Team

Discussion Points: Discuss specific steps you might take to continually improve your operation for improvements. Would a departmental meeting regularly help formulate ideas for improvement? How often should you meet? How often should you submit 10 ideas for improvement? How often should you submit 10 professional proposals for improvement?

To purchase the complete set of
Service on the Go
visit the [CRI Marketplace](#)

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

Teachable Moments