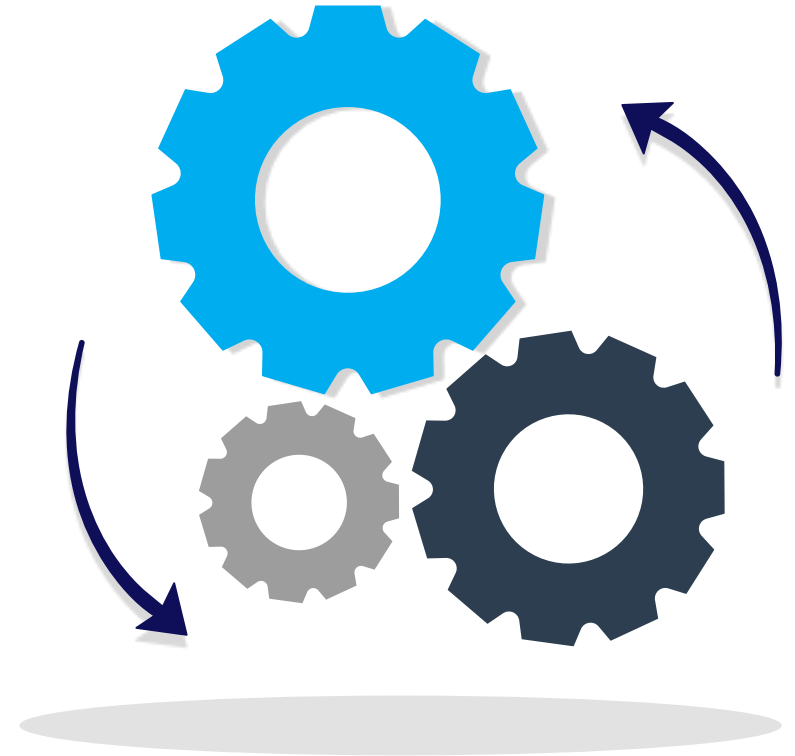


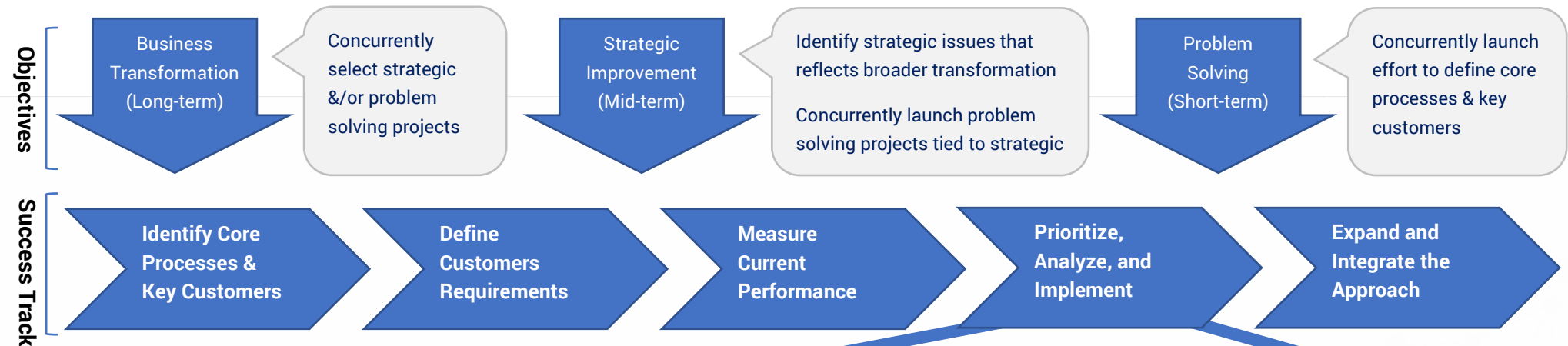


MicroAgility
Institute for Business Agility

MICROAGILITY PROCESS FRAMEWORK™



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Option \ Step	Continuous Improvement Process		
	Process Improvement	Process Design/Redesign	Process Outsourcing
Define	<ul style="list-style-type: none"> Problem, requirements, and goals 	<ul style="list-style-type: none"> identify specific/broad problem Define goals/change vision Clarify scope & customer requirements 	<ul style="list-style-type: none"> Define the Project Define the talent needed Define infrastructure requirements
Measure	<ul style="list-style-type: none"> Validate and refine problem and measure key steps 	<ul style="list-style-type: none"> Measure performance to requirements Gather process efficiency 	<ul style="list-style-type: none"> Validate and refine projects and measure required talent and infrastructure
Analyze	<ul style="list-style-type: none"> Develop causal hypothesis, identify "vital few" root causes, Validate hypothesis 	<ul style="list-style-type: none"> identify "best practices" Assess process design Refine Requirements 	<ul style="list-style-type: none"> Compare quality and cost of vendor
Improve	<ul style="list-style-type: none"> Develop ideas to remove root causes, test solutions, and standardize solution/measure results 	<ul style="list-style-type: none"> Develop ideas to remove root causes, test solutions, and standardize solution/measure results 	<ul style="list-style-type: none"> Monitor the project for improvement
Control	<ul style="list-style-type: none"> Establish standard measures to maintain performance 	<ul style="list-style-type: none"> Establish standard measures to maintain performance 	<ul style="list-style-type: none"> Manage, manage, manage

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