Process Improvement

Summary
Process Improvement is the discipline in which a process is documented, including its input, outputs and steps - process accountabilities and objective along with its relationship to other processes, measured and then examined for opportunities to improve the efficiency, effectiveness or customer satisfaction

Features
- Process documentation for managing an organization
- Metrics to measure service processes
- Discovery of pain points and quick wins to improve the process and its' outcome

Who can use it?
Anyone who manages a service at SOM IT can ask for assistance in process management support services through a business analyst in SOM IT.

How much does it cost?
This service is available at no charge to the Yale School of Management community.

How do I get it?
Contact somit@yale.edu and request assistance of a business analyst for process documentation, analysis and improvement

Related Policy and Procedures
- All users of Yale University computing and networking facilities are expected to read and abide by the Information Technology Appropriate Use Policy. For additional information, please familiarize yourself with the Policies and Procedures related to HIPAA Security.

Related Knowledge Articles