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**Memorable Quote:**

*"The indispensable first step to getting the things you want out of life is this: **Decide what you want.**"*

Ben Stein

BRIGHT IDEAS — How Work Gets Done**Step One: INSPECT**

The most immediate question you may have is: "What, exactly, is involved in conducting workflow analyses?" While the answers may vary somewhat, a concise explanation is: *It is about understanding the organization, how they do business, the people doing the work and their costs of doing business as it relates to workflow processes.*

Process owners — those individuals who understand the processes that are being analyzed — and departmental managers are important contributors. From information gained through surveys, interviews, staff sessions and customer focus groups, the opportunities for improvement are found, along with a list of "low hanging fruit".

Once this important first step is taken, the desired outcome becomes clear, legitimate, widely understood and shared...as Deming noted, "help people do a better job with less effort."

[Click here](#) to learn more about our hallmark techniques which are incorporated into **IDEAS®**, the performance improvement method that *delivers advantage start to finish*.

Brought to you by the experts in Workflow Performance Improvement:



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