Illustrative sample using fictional data. Not a client project or evidence of results.

Process Improvement Roadmap

Fictional order-handling process | Proposed six-week diagnostic and trial sequence

Current state - assumed

The fictional process runs from order receipt through clarification, planning and dispatch. Orders may wait when required information or release responsibility is unclear.

The proposed roadmap tests these possible contributors. It does not establish root causes or claim that an improvement has already occurred.

Hypothetical baseline

Measure	Fictional baseline	Definition
Orders observed	50	One four-week illustrative log.
Orders requiring rework	10 of 50 (20%)	At least one correction before release.
Median order-to-release time	3 business days	Receipt to release; calendar assumptions must be agreed.
Release responsibility unassigned	8 of 50 (16%)	No role recorded at initial review.

Measurement safeguards

Rework and unassigned-release groups may overlap. Validate definitions, timestamps and the sampling window before using real data. Track both cycle time and error rate so that speed does not displace quality.

Illustrative sample using fictional data. Not a client project or evidence of results.

Process Improvement Roadmap - continued

Proposed sequence

Priority	Action	Role owner	Depends on	Suggested window
1	Validate the process map and baseline.	Process owner	Access to representative records.	Weeks 1-2
2	Agree release ownership and intake requirements.	Operations lead	Action 1 reviewed.	Week 3
3	Run a bounded workflow trial with an exception log.	Team supervisor	Action 2 approved; staff briefing.	Weeks 4-5
4	Compare evidence and decide whether to adopt, revise or stop.	Business sponsor	Action 3 data reviewed.	Week 6

Measures and decision criteria

Review point	Evidence to collect	Decision criterion
Baseline review	Verified order count, rework definition and lead-time timestamps.	Sponsor accepts the measurement method.
Trial review	Order-to-release times, rework cases and exceptions.	Compare like-for-like work; record sample limitations.
Adoption decision	Trial findings, quality checks and operational feedback.	Agree any target after baseline validation; no numerical gain is assumed.

Recommended next step

Confirm one process boundary and provide suitable records for a scoped review. Confirm responsibilities, access, trial controls and commercial terms before work begins.

All windows are illustrative proposals. No result, saving, capacity gain or implementation timeline is guaranteed.