



Process Anti-Patterns

- 1 Too many stages
- 2 Excessive paper generation
- 3 Excessive transfer
- 4 Excessive checking
- 5 Poor data entry synchronisation
- 6 Lack of Trust = Blame culture
- 7 Process Cycle time

Six Principles

Do it ONCE
 Do it RIGHT
 Do it QUICKLY
 Keep it SIMPLE
 TRUST me
 I am ACCOUNTABLE