



Continuously improve the process using Lean principles

The four principles of Value, Flow, Pull and Perfection should remain a constant focus for every organization As new processes are deployed the focus must be relayed **“The process can always be improved”** to users of the newly improved process.

Value: Determine what steps are required (are of “Value”) to the customer

Flow: Remove Waste in the system to optimize the process to achieve a smoother pace

Pull: Ensure the process responds to customer demand (“Pull” = want)

Perfection: Continuously pursue “Perfection” within the process.