

B U S I N E S S F R E E D O M 365

Month Seven, Week Two:
Systems and Improved
Processes

Topic

Process Improvement

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Documented procedures are your *foundation*. Now, you are going to need an intentional system for improving your business.

The psychology of businesses improvement:

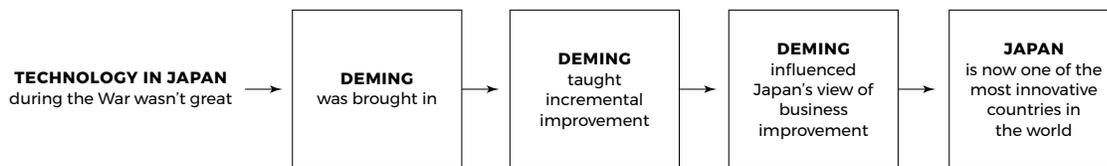
Model 1: Sweeping Improvement

- In business, there's a belief that changes need to be made on a grand scale
- Big announcements and changes
- Employees often get tired of these large, sweeping changes and become jaded by them
- Not always the best option

Model 2: Incremental Improvement

- The alternative to Model 1
- Steady, incremental, daily level of improvement
- Grandfather of this model: W. Edwards Deming
- Gradual change that makes long term difference
- Easy to implement and adjust
- Very effective

Eric's W. Edwards Deming Example:



Deming went to Japan and influenced many innovators and business owners around the idea of incremental change. Japan has become one of the most innovative countries in the world. His model was so effective that it helped influence a country's approach to business improvement.

Why aim for incremental improvements?

- The magic of compound returns: the idea that if you put a dollar away every day at 16, you'll be a millionaire at 65
 - » If you improve every day, you will notice exponential change in your business even though it *feels* incremental and short

