

Continuous Improvement Project List - Examples

Here are some example project titles that you could consider or that might give inspiration for your improvement project.

Where we've used the term "units" this can be replaced with any output, for example, in the Resource Productivity area, "units processed/completed" could be: number of people passing an assessment, number of complaints satisfactorily closed, number of vaccinations administered, number of applications processed, number of campaigns or events launched, number of changes implemented, number of CSR initiatives implemented, number of grants issued, number of apprenticeship placements or jobs created, number of parts/assemblies made, amount of carbon used.

Where we've referred to "customer" this can be both external (paying and non-paying) and internal.

| Project Area | Key Metric |
|-----------------------------|--|
| Accounts | Invoice processing time - days |
| Accounts | Invoice errors - count and value |
| Accounts | Credit notes - count and value |
| Accounts | Debtors overdue - value and days |
| Finance/Control | Cash flow - monthly overdraft limit/cost |
| Finance/Control | Stock - value and space |
| Finance/Control | Stock accuracy - count and value of adjustments |
| Finance/Control | Approval process adherence - count and value |
| Finance/Control | Project costs - actual versus forecast |
| Finance/Control | Reporting – time taken to produce/correct reports |
| Finance/Control | VAT/Duty recovery - value |
| HR/L&D | Retention/Attrition - % |
| HR/L&D | Attendance management – data integrity/process adherence |
| HR/L&D | Employee availability to work – hours/days |
| HR/L&D | Skill Set availability - % |
| HR/L&D | Recruitment lead time - days |
| HR/L&D | Training attendance – count of non-attendance days |
| HR/L&D | Training evaluation – score |
| HR/L&D | Training process consistency/efficiency improvement |
| HR/L&D | Event completion - count |
| HR/L&D | Workforce engagement - % |
| Logistics/Transport/Storage | Delivery to schedule - count of orders/lines |
| Logistics/Transport/Storage | Delivery waiting times - hours |
| Logistics/Transport/Storage | Travel/delivery - cost |

| Project Area | Key Metric |
|-----------------------------|---|
| Logistics/Transport/Storage | Picking errors - count of orders/lines |
| Logistics/Transport/Storage | Storage availability – count of units not stored first time in correct location |
| Logistics/Transport/Storage | Third-party storage space/equipment - costs |
| Logistics/Transport/Storage | Looking for units or time required to find a suitable alternative – time |
| Logistics/Transport/Storage | Lost units – count and value |
| Logistics/Transport/Storage | Damaged/dirty units - count |
| Logistics/Transport/Storage | Mismatch between unit and label details - count |
| Procurement | Purchase Order approval time - days |
| Procurement | Demand signal errors - count of orders/lines |
| Procurement | Invoice payment processing time |
| Procurement | Invoice ‘right first time’/issue resolution process improvement |
| Procurement | Materials, services, and utilities spend - value |
| Procurement | Number of suppliers - count |
| Procurement | Warranty recovery from suppliers - value |
| Sales/Commissions/Users | Service users and associated demographics - count |
| Sales/Commissions/Users | Service user withdrawals/cancellations/referrals - count |
| Sales/Commissions/Users | Service user cancellations/attendance/on-time-arrival – count/% |
| Sales/Commissions/Users | Enquiry to Order processing time - days |
| Sales/Commissions/Users | Bids/Quotes converted to contracts/orders - value |
| Sales/Commissions/Users | Work completed prior to authorisation - value |
| Sales/Commissions/Users | Bid preparation – time to prepare |
| Customer Service | Complaints/Compliments - count |
| Customer Service | Enquiry/Query/Concern response/resolution time – hours/days |
| Customer Service | Customer reviews conducted – actual versus plan |
| Customer Service | Referral time/length of stay – hours/days/weeks/months |
| Customer Service | Survey response rate - % completion |
| Customer Service | User/caller wait time - minutes |
| Customer Service | Case file closure time – hours/days/weeks/months |
| Customer Service | Time to complete process – hours/days/weeks/months |
| Resource Availability | Downtime/not-available-time – minutes/hours/FTE/value |
| Resource Availability | Delays due to availability – minutes/hours |
| Resource Availability | Hand-over/Change-over time – minutes/hours |

| Project Area | Key Metric |
|--------------------------------------|---|
| Resource Availability | Demand v capacity |
| Resource Productivity | Process Flow Optimisation - % Value-Adding time and cost of waste |
| Resource Productivity | Units processed/completed/created – count/% |
| Resource Productivity | Utilisation of space - % |
| Resource Productivity | Non-standard processing - count and value |
| Resource Productivity | Budget versus actual – cost, time, other |
| Product/Service Quality | Safety-related incidents and near misses – count and closure time |
| Product/Service Quality | Test scheduling/resource balancing process improvement |
| Product/Service Quality | Third Party assessment (customers, auditors, regulators) - grade |
| Product/Service Quality | Errors/non-conformances – count, value and closure-time |
| Product/Service Quality | Improvement Ideas/opportunities - count and value |
| Product/Service Quality | Rework - count and value |
| Product/Service Quality | Equipment installation - count and value of errors, time in hours/days |
| Product/Service Quality | Supplier Quality Performance - %/grade |
| Product/Service Quality | Internal Audit completion/compliance - % |
| Product/Service Quality | Social mobility/attainment/progression - % |
| Product/Service Quality | Interventions – count/time/impact |
| Product/Service Quality | Planned/budget versus actual time – minutes/hours/days |
| Product/Service Quality | Improvement Plan implementation - % completed |
| Product/Service Design & Development | Specification/requirements/Bill of Materials accuracy - count of errors |
| Product/Service Design & Development | Design release approval time reduction |
| Product/Service Design & Development | Change requests - count |
| Product/Service Design & Development | Transport routes – costs and options |
| Product/Service Design & Development | Channel shift from phone to online – costs and options |
| Product/Service Design & Development | Benchmarking with other organisations – count of studies completed |
| Product/Service Design & Development | New service/product development/implementation/approval - time |
| Product/Service Design & Development | New service/product development/implementation/approval – cost |
| Product/Service Design & Development | New service/product design for inspection – costs and options |
| Product/Service Design & Development | New service/product design for manufacture – costs and options |
| IT | Software/service license management lifecycle process improvement |
| IT | Employee data integrity/data management process improvement |
| IT | Ticket closure - time |