Simplify Processes

Simplifying processes eliminates unnecessary complexity in order to speed up work and reduce errors. Techniques include:

- **Eliminate Extra Steps** - Remove steps that are redundant, outdated, or low value-adding.

- **Combine Steps** - Join similar or overlapping steps to shrink the overall process.

- **Reduce Handoffs** - Have fewer ownership changes between departments, teams or individuals.

- **Standardize Variations** - Limit process variations to only what creates customer value.

- **Consolidate Decisions** - Centralize choices rather than diffuse across multiple points.

- **Cut Approvals** - Get consensus upfront then allow work to flow without excessive mid-process reviews.

- **Minimize Exceptions** - Handle exceptions through an alternate stream instead of disrupting main flows.

- **Automate Manual Work** - Apply technology and tools to perform tedious tasks.

- **Improve Transparency** - Enhance process visibility to expose unnecessary complexity.

- **Realign Incentives** - Ensure metrics and goals promote speed over excess rigidity.

Key principles for simplification:

- Eliminate before optimizing
- Design processes for the 80% case
- Decompartmentalize work and silos
- Question how each step impacts the customer

Simpler processes have fewer chances for errors, delays, and frustration. They allow managing the business at speed.