

## **Continuous Process Improvement (CPI) Program**

Making continuous improvements has always been a challenge in our day-to-day activities. However, one must think, "How can my process be better?" Or "Is there a better way of doing business?" The good news is CPI is alive for everyone that wants to improve a process and eliminate waste. For instance, it's a vehicle mechanic questioning why he has to walk 200 feet to dispose of oil filters, and then taking the initiative with his supervisor to move the hazardous-material container closer. Change begins here! CPI is a process that could potentially help identify waste such as long wait times, defects, overproduction, excess inventory and over-processing. Some will say, "That is the way we've always done it!" However, if you're working overtime and weekends or a customer who sits in a line frustrated about the wait time, you should care about making a change to enhance your quality of life. Your entire leadership chain cares about making life better for the unit and this is where your local manpower office comes in:

- We can facilitate CPI workshops if the organization is unable to find trained facilitators in their squadron or group
- Help in data collection for your events

Overall, the goal of the CPI program is to add value for each customer using the eight-step model:

- Clarify and validate the problem
- Break down the problem and identify performance gaps
- Set improvement target
- Determine root cause
- Develop countermeasures
- See countermeasures through
- Standardize successful processes

You are empowered to make positive changes, while letting each voice be heard, that can bring mission success. Even the skeptics will have their mindsets convinced and perhaps enthused about change. With that, change will bring success and breed a better Air Force culture, one person, one shop, and one team at a time. CPI shows results by saving time, cost, and making customer satisfaction happen. Every day you need to ask, "What have I improved today?" I guarantee you'll find asking WHY worthwhile.

Got a process improvement idea? Contact 100 FSS, Manpower Office at 238-4332, or email [100fss.fsmm@us.af.mil](mailto:100fss.fsmm@us.af.mil) for more information or to get started