



# Process Improvement: Using CERCS Questions

CERCS (Combine-Eliminate-Rearrange-Change-Simplify) is a series of focused questions designed to help you identify solutions and process improvements. You can use these questions at any time, but they are most effective after process analysis to help streamline a process. It is also a very useful tool when solutions or process improvements are not obvious and you need to do a little digging or to see possible solutions from multiple perspectives.

Ask these questions about an existing process:

## **Combine:**

1. Can any steps in the process be combined?

## **Eliminate:**

1. What steps in the process can be eliminated?
2. Is any work being duplicated?
3. How can any delays be eliminated or reduced?

## **Rearrange:**

1. Does the sequence of steps make sense?
2. Does the current sequence build in unnecessary delays?
3. Can the steps or sequence be rearranged to increase efficiency?

## **Change:**

1. How can this process be changed to increase efficiency?
2. Can a change in resources reduce cost and/or save time?
3. Can a change technology to improve our process?

## **Simplify:**

1. What is the simplest way to accomplish the desired outcomes?
2. How can the process be simplified?
3. Are the written procedures / instructions easy to understand?