



Managing and Improving Work Processes: Selecting the Right Tool for the Job

Choosing the best tools for process improvement can be difficult because there are so many theories and applications available today. The following table will help you determine the right tools for some common problems.

	Process Map	Observation	5 Whys	RACI	CERCS	A3	5S
My team needs help understanding the current process.	✓						
I need to identify the root cause of a problem.	✓	✓	✓				
I need to isolate delays in a process.	✓	✓	✓	✓			
I want to solve a complex problem within a process.	✓					✓	
I want to eliminate duplicate work within a process.	✓	✓		✓	✓		
I have to organize materials, equipment, and/or a physical space.							✓