

Systems Improvement Cadence (Simple)

A lightweight routine to keep systems current and continuously improving.

Weekly (10 minutes)

- Capture issues: mistakes, delays, rework, customer complaints.
- Add to the Systems Register (Improvement backlog).
- Pick ONE improvement to action this week.

Monthly (30 minutes)

- Review the top 3 processes by volume/impact.
- Update 1 SOP or checklist based on what broke.
- Remove outdated documents and ensure the latest version is easy to find.

Quarterly (60 minutes)

- Map or refresh one end-to-end process.
- Confirm ownership (RACI) and train the team on changes.
- Decide the next 90-day systems priorities.

Improvement log

Issue / improvement	Process	Owner	Due	Status	Notes