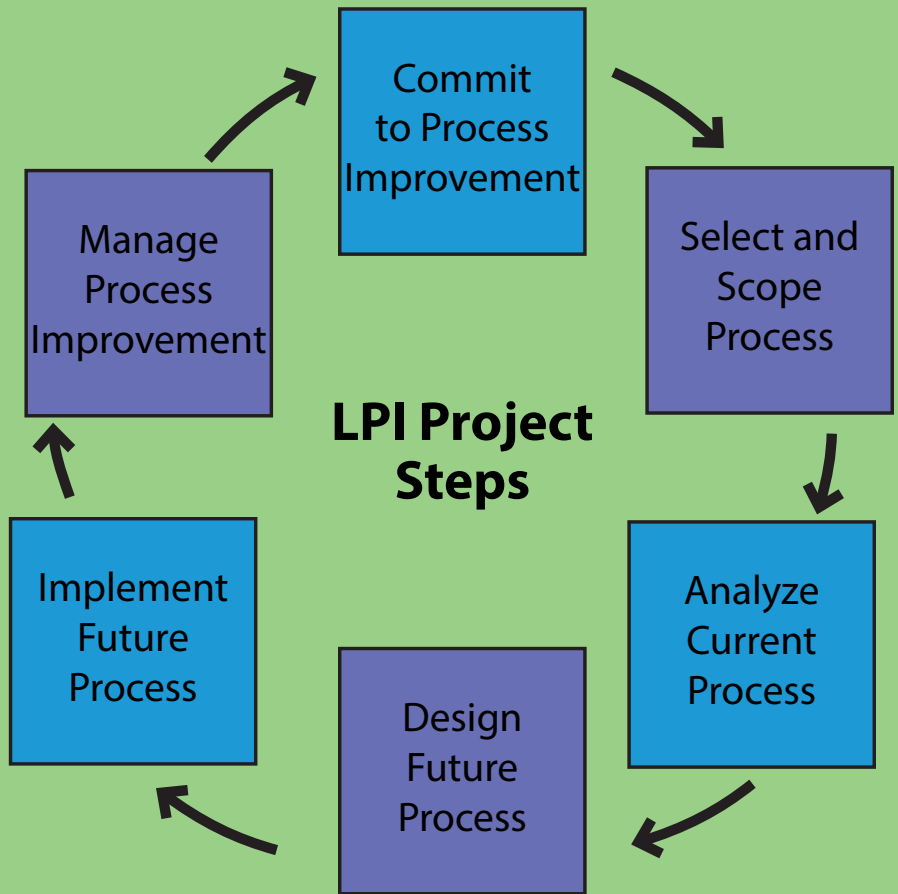


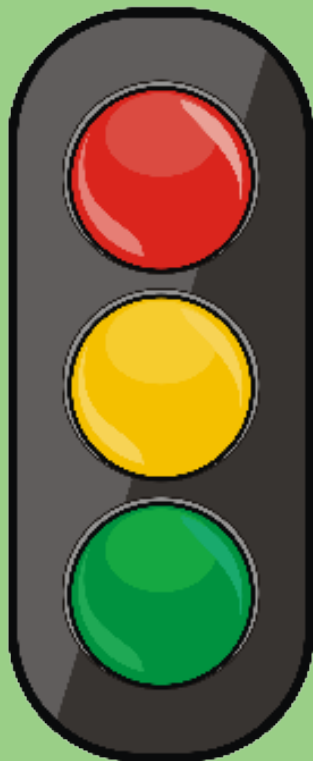
Introduction to Lean Process Improvement

LPI:

The State of Michigan process improvement methodology



Each LPI project takes into account what is...



Non-value added

Activities that do not contribute to customer satisfaction or the process

Non-value added but required

Activities that must be performed to meet legal or regulatory requirements

Value added

Any process step that improves customer satisfaction

