



There are numerous roadblocks you and your team must overcome if you wish to have a successful project. Understanding the critical success factors is an important step in your improvement journey.

### Capability

Capability refers to both your organization's skills in process improvement, and the willingness to become engaged and put those skills to good use. It is about staff attitude. As shown in the diagram above, capability is supported by structure and environment.

### Structure

Structure refers to having an organizational system that guides the application of process improvement tools on a broad scale. This system must ensure that improvement efforts are focused on creating value for the customer and on waste elimination. Structure must include sponsors or champions (from your organization's leadership team) who regularly review the progress of improvement projects and aide in the removal of roadblocks.

### Environment

Staff must be motivated and engaged to apply their skills within the structure – and this starts with consistent vision and leadership from the top. Leadership must be willing to recognize and support improvement teams, and show the staff that process improvement is an organizational priority. If leadership does not strive to embed improvement within the culture of the organization, improvement efforts may fail.