

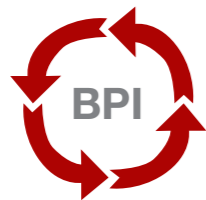
# 10 Critical Success Factors for your BPI Initiative



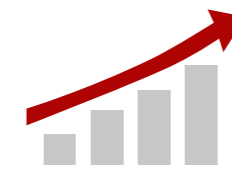
1 Choose the right process to improve



6 Use a Business Process Analysis tool



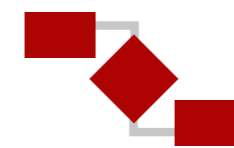
2 Manage every Business Process Improvement initiative as a project



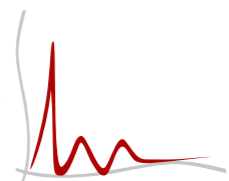
7 Drive continuous improvement



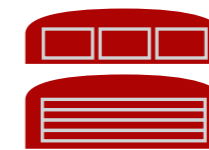
3 Create a Business Case



8 Use a process modeling standard



4 Understand the baseline process



9 Use process classification frameworks & reference models



5 Gather information from management and key users



10 Manage the change