

USING THE HIERARCHY OF
CONTROLS FOR

PROCESS IMPROVEMENT

MAP THE PROCESS + APPLY CONTROLS

ELIMINATION

STEP 1

Questions to consider: Why do we do this work? What is the objective? Are we meeting the objective? Does it add value? Can we ***eliminate*** this process or steps within the process?

SUBSTITUTION

STEP 2

Questions to consider: Can we do something else to meet the objective? Are there steps within the process that can be ***substituted*** or combined? Can someone else do this work?

ENGINEERING

STEP 3

Questions to consider: Can we automate the process (using ***engineering*** solutions) to eliminate the opportunity for human failure? Examples: notifications, workflows, required fields on forms, etc.

ADMINISTRATIVE

STEP 4

Questions to consider: Should we apply ***administrative*** controls to prevent errors? Such as implementing standard operating procedures, instruction guides, training, and visual cues to improve communication and prevent problems.

PROTECTION

STEP 5

Questions to consider: Are there any best practices we need to ***protect***? What steps can we add to the process to prevent problems? Such as, internal controls, inspections, reviews, and approvals to make sure the work is correct. Adding steps should be a last resort.