



## **Continuous Improvement Process**

ECS Resource Group is always striving to deliver the highest levels of service and appreciate that the continuous improvement of these service levels are imperative.

To ensure this is achieved ECS:

- Engages everyone with business innovation. Why Business Innovation:
  - ✓ **Increases Efficiency**
  - ✓ **Identifies Improvements**
  - ✓ **Delivers New Products**
- Invites and encourages all employees to join in to share their knowledge and experiences
- Identify areas where help and guidance is needed

This gives everyone the opportunity to suggest new ideas, improvements or innovations.

Improvements can be gained through the ability to identify improvement through previous delivery, market intelligence, news and experience. It is then essential the ideas for change are implemented.

New ideas are discussed and rated; this is followed by a decision as to whether implementation follows.

All agreed improvements are then managed through to implementation. The impact of all new improvements / processes is monitored to ensure the desired results are achieved.