What services does Improve My Process (IMP) offer?

IMP helps teams improve processes and develop KPIs through hands-on workshops. Our workshops provide structure, engage employees at all levels, and drive meaningful progress.

Who are your services for?

Our services are designed for non-profits and small businesses. These organizations often have different business structures and goals than many larger corporate organizations. Our approach considers these differences and makes process improvement and KPI development easier to dive into.

How are your services structured?

IMP currently offers two separate series of workshops—one for process improvement and one for KPI development. Teams can complete the full series in either or both areas. If a team doesn't need the full series, workshops can focus on specific challenges instead.

How long are the workshops, and how much time is needed to complete the full series?

Each workshop lasts about an hour. A full series includes about 10 workshops per area (process improvement or KPI development). The total timeline depends on scheduling and the preferred workshop cadence. For teams focusing on specific challenges instead of the full series, the number of workshops will vary based on their needs.

Are workshops done online or in person?

We can do either or a combination of both, depending on your needs. Some activities are best done in person, but can also be done online. We can be flexible based on what works best for your team.

How much do your services cost?

The initial consultation is free, and there's no time limit—we'll sit down and have a conversation to fully understand your needs. We have a set fee for each one-hour workshop. Organizations that book multiple workshops will receive a discounted rate.

What will we walk away with?

Our full series takes you up to the point of implementation.

- For process improvement, you'll have a set of prioritized countermeasures to address pain points.
- For KPIs, you'll walk away with a KPI scorecard featuring an initial set of metrics to track, plus action items to ensure the right infrastructure is in place.

If you're not doing the full series, your team will leave with clear action items to move forward.

Need a specific deliverable—such as a report or presentation for leadership? Let us know, and we'll work with you to meet those requirements.

Can you provide a breakdown of what each workshop series covers?

Yes! We can share specific details of what's covered in each workshop series during your initial consultation. While we have a general guide, we tailor the content to fit your team's needs. You can also visit our website to get a sense of the topics we focus on.

Can we focus on processes or KPIs across multiple areas?

Workshops focus on one specific area within your organization. For example, a process improvement workshop might target employee onboarding, while a KPI workshop could focus on developing key metrics for customer engagement.

If your organization wants to explore processes or KPIs across different areas, we'll tackle one focus area at a time. For larger teams, breaking into subgroups can be effective, with each group working on a different area. In this case, we may need more time to guide each subgroup.

What if we don't know where to start?

If you're ready to dive into process improvement or KPIs but aren't sure where to start, we can help. Team sentiment is often a good indicator of which processes may have pain points worth addressing. For KPIs, we can look at known challenges or align metrics with your organization's objectives to track progress. There's no single right way to choose a starting point—it's all flexible. The key is simply to start!

Can't we just handle this in-house?

The people inside your organization know it best, so you can definitely improve processes and develop KPIs in-house. The key is making these efforts engaging so they become a continuous part of your routine.

It can be overwhelming to figure out what will work best for your organization. Many of the terms and methods around these topics are aimed at larger organizations or industries like manufacturing. This makes it challenging to find something that will resonate with your team.

When your team feels empowered and has the right tools, continuous improvement is much easier to sustain.

Why not just get my team certified or take courses to master these concepts?

Not everyone needs to be or wants to be an expert – and not everyone has the time. The goal is to get your team knowledgeable enough to champion these concepts. Our approach keeps the material relevant to your team's work and saves the cost of more formal programs. Of course, some members on your team may love it so much that they go on to become true experts!