

Continuous Improvement Checklist

Continuous improvement is about making small, consistent changes that drive better performance over time. This checklist helps teams identify opportunities, review progress, and embed a culture of learning and refinement across processes, projects, and operations.

1. Purpose of This Tool

- ☐ Encourage regular evaluation and improvement of processes and outcomes.
- ☐ Create a simple structure for capturing and prioritising improvement ideas.
- ☐ Support proactive problem-solving and innovation.
- ☐ Build a culture of accountability and learning.
- ☐ Maintain long-term performance gains through iteration.

Tip: Improvement is a habit, not an event - consistency matters more than scale.

2. Continuous Improvement Principles

Principle	Description
Focus on Value	Improve what matters most to customers, teams, or stakeholders.
Empower People	Everyone can identify and own improvements.
Measure Progress	Use data to guide changes and confirm results.
Learn from Mistakes	Treat failures as learning opportunities.
Sustain Change	Make improvements stick through documentation and review.

- ☐ Review these principles with your team before starting improvement activities.

Tip: Involve people closest to the work - they know where the real barriers are.

3. Improvement Opportunity Log

ID	Opportunity Description	Source (Idea / Issue / Feedback)	Impact (H/M/L)	Effort (H/M/L)	Priority Owner Status
CI-001					
CI-002					
CI-003					

☐ Log all improvement ideas, regardless of size or feasibility.

Tip: Small, low-effort ideas often deliver the fastest visible wins.

4. Impact vs Effort Grid

Quadrant	Description	Action
High Impact / Low Effort	Quick wins that deliver visible value.	Implement immediately.
High Impact / High Effort	Strategic improvements with significant benefit.	Plan and resource carefully.
Low Impact / Low Effort	Easy optimisations or minor fixes.	Implement if time allows.
Low Impact / High Effort	Low-priority initiatives.	Reconsider or deprioritise.

☐ Use this grid to prioritise improvement ideas for maximum return.

Tip: Start with quick wins to build momentum and engagement.

Notes

5. Root Cause and Solution Review

Issue Root Cause Proposed Solution Expected Benefit Owner Status

☐ Analyse underlying causes before committing to a solution.

Tip: Solve the cause, not the symptom - use the Five Whys if needed.

6. Improvement Action Plan

Action Owner Start Date Due Date Progress Outcome

☐ Convert ideas into structured, time-bound actions with clear accountability.

Tip: Assign owners who are close to the process, not distant observers.

7. Measurement and Evaluation

Metric Baseline Target Measurement Method Result Status

Cycle Time

Error Rate

Cost

Customer Satisfaction

Employee Feedback

☐ Establish clear metrics to evaluate improvement effectiveness.

Tip: Improvement without measurement is only opinion.

Notes

8. Feedback and Learning Capture

Source	Feedback Insight / Lesson Action Taken Date
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Team Review	
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Customer Input	
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Management Review	
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☐ Capture and share what was learned from each improvement initiative.

Tip: Learning builds resilience and avoids repeating the same mistakes.

9. Sustainability and Standardisation Check

Area	Action Taken Standardised? (Y/N)	Owner	Review Date
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Process Documentation			
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Training Updated			
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KPIs Adjusted			
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Procedures Reviewed			
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☐ Ensure that successful improvements are embedded and maintained.

Tip: Without standardisation, improvements gradually disappear.

10. Review and Reflection

Question	Reflection
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What improvements delivered the most impact?	
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What lessons were learned from unsuccessful changes?	
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How did the team respond to the improvement process?	
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What areas still need attention or innovation?	
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What is the next step in sustaining a culture of improvement?	
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☐ Use these reflections in monthly or quarterly team reviews.

Tip: Continuous improvement is a mindset - make it part of everyday conversation.

How to Use This Checklist

Use this checklist as part of regular team reviews or after project completion. Encourage all team members to contribute ideas and participate in improvement discussions. Combine it with the Action Tracker Template and Lessons Learned Template to maintain a strong improvement loop across the organisation.

Notes