

BEST™ Business Improvement Methodology

by Steven Battilana, MBA, AInstIB



The **BEST™ Business Improvement Methodology** has four simple, yet critical parts *that need to be conducted on an ongoing basis*:



- **Benchmark** - This is a business "health check", looking at your Key Performance Indicators (financial KPIs), and comparing BOTH *now to the past* AND *within your industry* when possible.
- **Evaluate** - Prioritize a select few problem and opportunity KPIs (identified through Benchmarking) that may be addressed.
- **Strategize** - "Plan of attack" is mapped out. Make certain there is a means to measure change -- the goal of course is improvement.
- **Transition** - Implementation of the plan. Then measure the change (seeking improvement) by restarting the BEST™ Business Improvement Methodology (i.e., **Benchmark again – this is a continuous cycle**).

While these issues may be addressed from within your organization, **strongly consider working with qualified professionals that have expertise in the areas of Benchmarking and Business Improvement.**