

CONTINUOUS IMPROVEMENT PROGRAM

What is Continuous Improvement?

Continuous Improvement (CI) is an approach that any organization can implement to maximize its mission impact. It ensures its operations and workflow processes are effective and efficient. Many nonprofits are inherently lean, but important fundamentals such as identifying measurable steps, tracking relevant metrics and reducing manual processes are often overlooked.

The chart (see right) is an example of what might be included in your organization's Continuous Improvement Program (CIP).

This should be customized based on your organization's needs – for example, if grant writing is a primary function of your foundation, then you would likely want that to be one of your focus areas.



Critical CI components for nonprofit organizations:

- ✓ Leadership / decision makers committed to organizational growth
- ✓ Commitment to an active strategic plan; model CIPs complement strategic plans
- ✓ Defined metrics to evaluate progress, successes and areas for improvement over time

Potential outcomes after implementing an effective CIP include:

- ✓ Breaking down silos
- ✓ Reducing mission creep
- ✓ Creating a shared understanding of key metrics
- ✓ Building a culture of collaboration
- ✓ Increasing employee engagement
- ✓ Maximizing mission impact

A proud public benefit corporation, we are committed to socially responsible business practices and helping nonprofit organizations maximize mission impact.