Abstract: Process improvement projects are of a complex nature. It is therefore necessary to use experience and knowledge gained in previous projects when executing a new project. Yet, there are few pragmatic planning aids, and transferring the institutional knowledge from one project to the next is difficult. This paper proposes a procedural model that extends common models for project planning to enable staff on a process improvement project to adequately plan their projects, enabling them to document and access experience from former projects. It makes use of a classification scheme for the different projects and for suitable methodology. It proposes a number of steps, starting from the initial planning, choosing appropriate methods for modeling and analysis, to reviewing the project results and evaluating the suitability of the used methods to improve the knowledge behind the model for future projects.

Stichworte: process improvement; project planning; knowledge management