**WEB REFERENCES**

These addresses were accurate as of November 2019

Many organizations offer resources on Business Process Improvement, Continuous Improvement and Lean. Below you will find several sites with resource sections worth exploring.

We wish you an enjoyable and fruitful exploration of the following websites as you pursue your process improvement journey.

ADKAR Change Management Model Overview & Exercises | Prosci

<https://www.prosci.com/adkar/adkar-model>

Tools - Websites to get templates for various lean and culture building activities

Professional Development Institute, University of Ottawa

<https://pdinstitute.uottawa.ca/en/page/business-process-improvement-resources>

Please email us your recommendations to:

[info@durivageonline.com](mailto:info@durivageonline.com)