**Web References**

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.

Business Process Management Institute

www.bpminstitute.org

Deliverology

https://www.mckinsey.com/industries/public-sector/our-insights/deliverology-from-idea-to-implementation

Government

http://www.results.wa.gov

Lean

http://www.lean.org

Process Mapping, Ted Talk by Tom Wujec

www.DrawToast.com

Professional Development Institute

https://PDInstitute.uottawa.ca/en//BPIResource

Please email us your recommendations to:

info@durivageonline.com