**WEB REFERENCES**

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

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

American Society for Quality

asq.org

Quality Digest.com

https://www.qualitydigest.com

Tools - Websites to get templates for various lean and decision making activities

Professional Development Institute, University of Ottawa

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

Concept Case **-** For IT Enabled Projects

https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32593&section=procedure&p=C

Lean Methods Group

https://www.leanmethods.com/resources/tools-templates

Xtensio – collaboration software with good root cause analysis template

https://xtensio.com

Please email us your recommendations to:

info@durivageonline.com