

Continual Service Improvement and Dashboarding

Objective

The Continual Service Improvement (CSI) process provides a **structured** and **strategic approach** to **improving services** and **processes** across Syensqo.

Scope

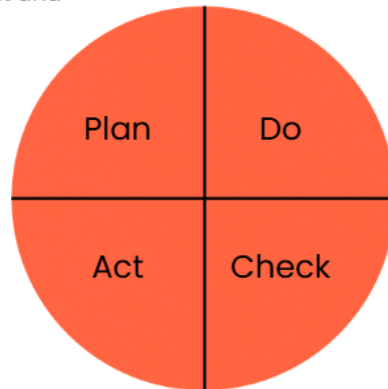
The CSI practices apply to **all IT domains** and **platforms** under the Syensqo **IT governance** and **GBS**

Main activities

1- Identification of improvement and opportunities

2- Evaluation & Priorization

3- Planning and Execution



4- Value Realization & Measurements

5- Lessons learned & culture

Main roles & responsibilities

DELIVERY LEAD

Owens the CSI strategy, driving alignment with business goals and ensuring improvements are integrated across IT domains

DM & SO

Lead improvements within their scope, using data to identify and prioritize actions

PROCESS OWNERS

Manages and coordinates CSI execution, ensuring initiatives are structured, tracked, and deliver measurable value

IT OR GBS TEAMS


Detect and support improvements by sharing recurring issues and operational feedback



Dashboarding as a means for CSI

Dashboarding consists of collecting, visualizing, and reporting KPIs to support monitoring, decision-making, and continual improvements

Useful contacts

 CSI process leader : To be completed by the new team

Need more info

➔ Click [here](#) for details on the process

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