



Find a queue – an activity for identifying innovation opportunities

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Managing Innovation

Queues are a pretty good indicator of a process which might benefit from improvement. After all waiting in line is effectively wasting time – so there ought to be a better way. For this activity find a queue and try and map what’s going on in process terms. What is the core sequence of activities – and draw the map.

Now think about ways in which it could be improved – perhaps by eliminating stages, duplicating at bottlenecks, streamlining or replacing.

To help you with this activity [look at the process mapping tool which you can find here.](#)