



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

Office of the Chief Information Officer

Special Attention of:

Transmittal for Handbook No: 3250.01

Principal Staff

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1. This Transmits: A handbook of 3250.01, HUD Business Process Improvement Handbook.
2. Summary: This handbook includes the HUD BPI Policy and a BPI Approach. The Policy establishes standards and procedures that every process improvement effort undertaken at HUD must follow. It highlights what BPI is, how the OCIO is an integral part of HUD's BPI effort, and the standard process for identifying and collecting BPR opportunities. The BPI Approach provides a standard methodology for any process improvement initiatives undertaken at the Agency. The Approach draws from practical experience as well as extensive research on best practices and methodologies used in previously successful process improvement efforts. It is a scaleable approach, designed to be customized to meet the needs of each unique BPI effort. The structured tasks and deliverables detailed in the Approach encourage a focus on business needs over technology needs, measurable results, and process ownership.

3. Filing Instructions:

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None

New Handbook 3250.01, dated 10/1/2000