

THE GUIDE TO PROCESS MANAGEMENT

The key drivers of most businesses today are competition, mergers, and significant pressure to improve overall productivity. Behind most of the issues created by these pressures are the business processes that support day-to-day operations. It is critical for your organization to be at the forefront in dealing with these issues.

An organization is essentially a chain of internal customers and suppliers who meet each other's needs to ensure that the needs of external customers and stakeholders are met. Process Management is the practice of understanding the needs of the external customer and the stakeholder and ensuring that their needs are addressed consistently through the organizational processes by all employees.

Process Management is the mechanism that supports Planning, Doing, Checking, Acting (P-D-C-A) in normal or daily operations. Once incremental improvement is achieved, the process must be managed to:

- Maintain the gains achieved through improvement projects
- Improve and manage daily work processes
- Provide the foundation for continuous improvement
- Achieve consistency in operations

Process Management requires that you achieve consistency in operations. The eight-step Process Management process (shown on the right), enables you to accomplish this.

STEP 1
IDENTIFY PROCESS

STEP 2
CONSTRUCT PROCESS
FLOWCHART

STEP 3
DEFINE ROLES AND
RESPONSIBILITIES

STEP 4
IDENTIFY INDICATORS

STEP 5
IMPLEMENT PROCESS

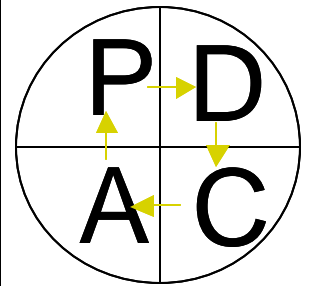
STEP 6
MONITOR PROCESS

STEP 7
IMPROVE PROCESS

STEP 8
STANDARDIZE
PROCESS

P L A N • D O • C H E C K • A C T

- **P L A N** WHAT TO DO AND HOW TO DO IT
- **D O** WHAT YOU PLANNED
- **C H E C K** WHAT YOU PLANNED
- **A C T** TO PROVIDE FEEDBACK, STANDARDIZE OR APPLY EXPERIENCES



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