Process Management Model

1. Identify the purpose of the process

2. Document the process

3. Develop process performance measurements

4. Manage the process

5. Improve the process
Step 1: Identify

1A. Review or develop the mission of the process

1B. Define how the mission statement is linked to the company’s vision and mission statements

1C. Identify customers and suppliers of the process

1D. Identify customer and supplier needs and expectations.

Step 3: Measure

3A. Review the current process flow diagram

3B. Determine the measurement points in the process

3C. Define how the measurement will be done

3D. Implement the measurement
Step 4: Manage

4A. Define process standards

4B. Monitor process results using a control chart

4C. Is the process in control?

4D. Reinforce and recognize associates

4E. Is the process capable of meeting the process standards?

4F. Improve the process

4G. Find special cause

4H. Is special cause training related?

4I. Do corrective coaching

4J. Remove special cause