

Quality Management Process Management

Process Management

- 1 Leadership
 - 2 Strategic Planning
 - 3 Customer and Market Focus
 - 4 Measurement, Analysis, and Knowledge Management
 - 5 Workforce Focus
 - 6 **Process Management**
 - 7 Results
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- The diagram consists of two groups of arrows. The first group has three arrows originating from '1 Leadership', '2 Strategic Planning', and '3 Customer and Market Focus', all pointing towards the text 'leadership triad'. The second group has three arrows originating from '4 Measurement, Analysis, and Knowledge Management', '5 Workforce Focus', and '6 Process Management', all pointing towards the text 'results triad'. The text 'Process Management' in item 6 is highlighted in red.
- 'leadership triad'**
- 'results triad'**

Process Management

- 6.0 Process Management
 - 6.1 Work Systems Design
 - How do you identify and manage your key processes?
 - Describe how your organization identifies and manages its key value creation processes for delivering customer value and achieving organizational success and growth.

Process Management

- 6.0 Process Management
 - 6.2 Work Process Management and Improvement
 - How do you identify and manage your support processes and accomplish operational planning?
 - Describe how your organization manages its key processes that support your value creation processes.
 - Describe your processes for financial management and continuity of operations in an emergency.

Process Management

- Levels of an organization:
 - Business (strategy)
 - Operations (tactics)
 - Process (tools)
- Process Management focuses on aligning business decisions with operational activities and process management.

Process Management

- Results are important, but we need to know the processes that enable us to achieve that outcome.
 - How did we do that?
 - How will we do that?
 - How do we know we did it?
 - Process metrics

Process Management

- Effective organizations are always examining and re-examining the way work gets done.
 - Efficiency focuses on activities.
 - Effectiveness focuses on results.

Process Management

- Effective organizations measure, record, analyze, report, share, and take action on information.
 - Process management is where action is taken.

Process Management

- Defects are anything that blocks or inhibits a process or service.
 - Process management involves defect removal.
 - Process management involves refining the processes of making products and providing services.
 - Need to focus on the process that creates the defects in the first place.

Process Management

- Do we really understand that our organization is a set of inter-related processes?
- How will we identify and define our processes?
- How will we use quality tools to improve our processes?

Process Management

- How will we manage process quality?
- How do well-managed processes generate customer satisfaction?
- What are our key processes?
- What business are we really in?
- What are the key processes that we must perform well in order to stay in business?

Process Management

- How will process improvement change our bottom line?
- How can employee input be used to improve processes?
- How do we know how well we are doing?
- How do we communicate with our suppliers?

Process Management

- Process Management involves the systematic application of universal quality tools in order to reduce variability.

Process Management

- Utilizing Process Flow Diagrams
 - Capture the real process
 - Question the existence of the process
 - Why do we do this?
 - What business are we in?
 - How do we use this information?
 - Make improvements or replace with a better process

Process Management

- How?
 - Leadership
 - Are our leaders converting policies to actions related to our key business processes?

Process Management

- How?

- Strategic Planning

- Has our strategic plan identified the key processes that we absolutely must perform well in order to stay in business?
 - Has the strategic plan mapped out a strategy for improving each of our key processes?

Process Management

- How?
 - Customer and Market Focus
 - Are we constantly checking to determine whether or not our customer and market information points to a need to change our key processes?

Process Management

- How?

- Measurement, Analysis, and Knowledge Management

- Are we gathering, analyzing, disseminating and using information related to our key processes?

Process Management

- How?

- Workforce Focus

- Do our employee policies and reward systems support improvement activities related to our key processes?

Process Management

- How?

- Process Management

- Have our key processes been identified?
 - Are we continuously improving our key processes?
 - How are we measuring our key process performance?

Process Management

- How?

- Results

- Does our skill at managing our key processes translate to improvements in the bottom line?
 - Are we using our business results to guide changes to our processes?
 - Have we integrated customer and market information with business results information in order to make changes to our key processes?