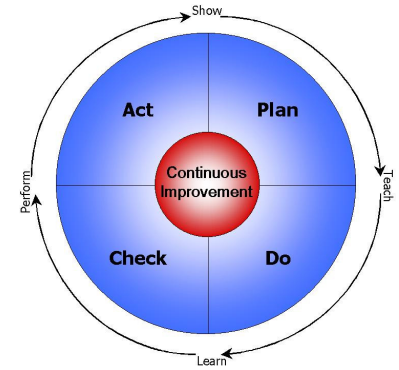
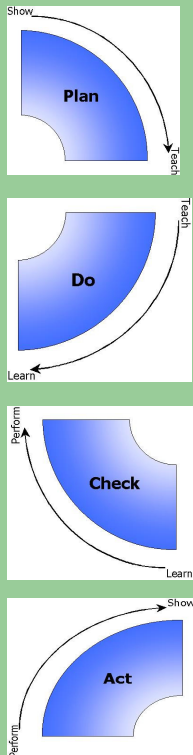


Process Training



Input – Process – Output

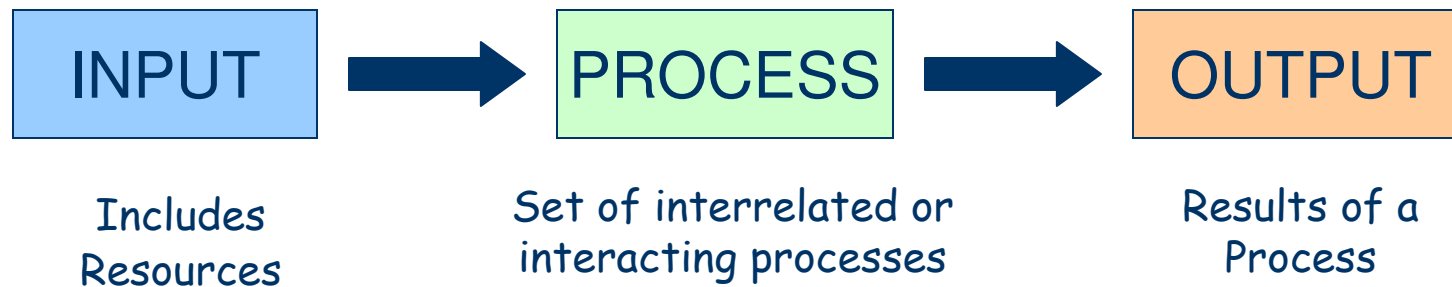
What is your Business?



The Process



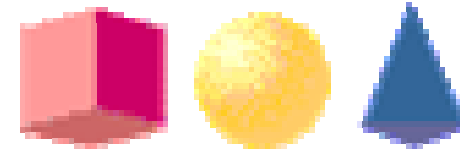
What is a Process?



A Process is a:

"Set of interrelated or interacting activities which transforms inputs into outputs."

A Process



INPUTS and OUTPUTS

•Inputs and Outputs may include equipment, materials, components, energy, information & financial resources, among others

• ISO 9001:2000 stresses the importance to identify, implement, manage & continually improve the effectiveness of the processes in order to achieve the company objectives.

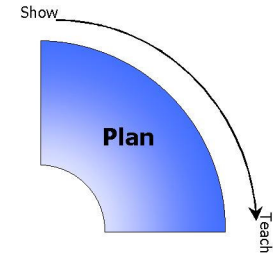
What is What?



GLOSSARY

- **Process** = A Set of interrelated or interacting activities which transforms inputs into outputs.
- **Procedure** = Specified way to carry out an activity or a process (*may be documented*)
- **Product** = Results of a Process
- **Effectiveness** = Ability to achieve desired results.
- **Efficiency** = Results achieved against resources used.

Process then Procedure



EXERCISE

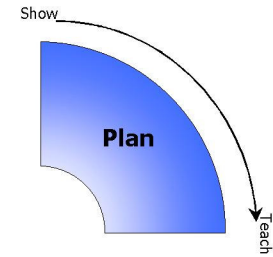
1. You are the owner of a coffee shop.
2. You require a PROCESS.
3. Then you require a PROCEDURE for a cup of Coffee.

Some Questions you may wish to ask yourself (among others)

- What are your inputs from the customer?
- What do you need for the coffee?
- How do you fill the order?
- What is the final product?

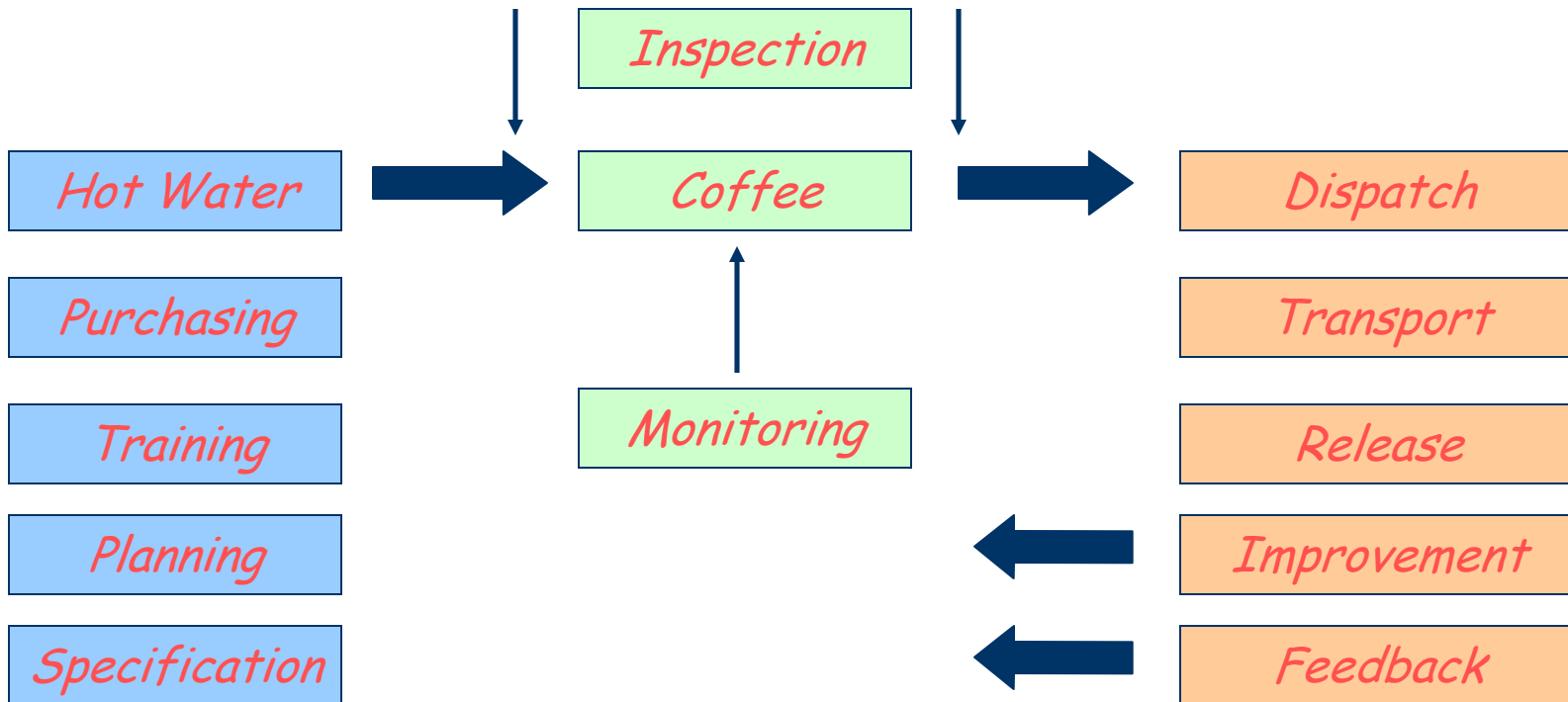


The Process



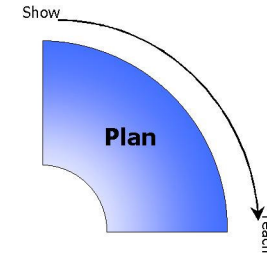
Where does it fit In ? What other processes are involved?

Effectiveness = Ability to achieve desired results.



Efficiency = Results achieved against resources used.

The Procedure (Low Detail)



MAKING a CUP of COFFEE

Specification

Instruction

Product

ORDER (Customer Input)

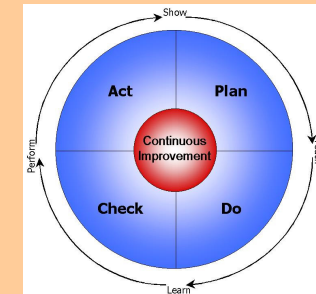
Cup
*Hot Water
Coffee
Sugar
Milk
Spoon

MANUFACTURE

Hold Cup
Add water
Add Coffee
Add Sugar
Add Milk
Stir

RECEIPT (Customer Feedback)

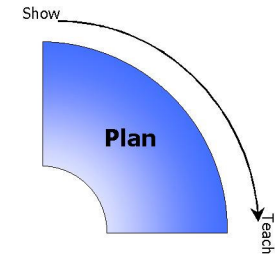
A Standard White Cup
of Coffee



Customer Feedback

*another procedure within our facility

The Procedure (High Detail)



How much Detail is Required ?

WHAT?

HOW?

WHEN? WHERE?

ORDER (Customer Input)

1. 250 ml cup
2. *Hot Water
3. Standard Coffee
4. Brown Sugar
5. Full Cream Milk
6. Tea Spoon

MANUFACTURE

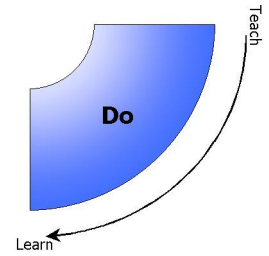
1. Hold Cup
2. Pour Water
3. 1 x tspn Coffee
4. 2 x tspn Sugar
5. Dash of Milk
6. Stir x 4

RECEIPT (Customer Feedback)

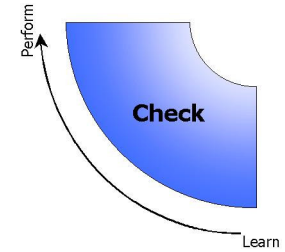
1. A Standard White Cup of Coffee
2. At the Table
3. After Dinner
4. Customer Feedback form

*another procedure within our facility

A Procedure



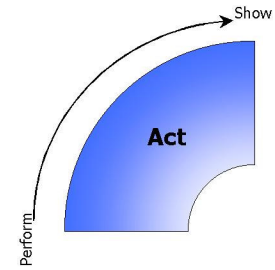
Managing the Process



What Now?

- Define the Process,
- Detail the Training of operators,
- Provide Resources, (tools etc)
- Define Criteria & Methods to operate & control the process,
- Define how the Process will be Measured,
- Define how the Performance will be Monitored.

Monitoring the Process



Is it Effective? Can you Improve It?

- Is your Procedure Effective?
- How do you Monitor it?
- How do you Measure it?
- Can you Improve it?

You can only improve on that which you can measure!