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# Who's Processes Are These Anyway?

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# Initial Thoughts

- **Does the EPG write processes rather than define processes?**
- **Who determines the process content?**
- **How is the best organizational process determined?**
- **Who's processes are they anyway?**

# Everyone has a process

- If work is being conducted processes are in place
- May be pre-defined by previous experience of workers (education, readings, trainings, jobs)
- May have evolved over time through doing the work
- Often are not consistent across all employees
- Individuals may improve but improvements not communicated or carried forward
- No measure of improvement; no concept of change impact to follow-on process

# n-defined processes

- **No one person may be able to say what the process is – maybe not even their own**
- **No process documents are available**
  - Individuals may document for personal consistency, quality improvement
- **No notion of process in the organization**
  - Work is ad hoc. Process relies on individual's capabilities

# Refining the process

- Those implementing the process know the real process
- The process must be extracted from the subject matter experts and formally defined
- The extraction is accomplished by the process change group

# Stakeholder Involvement

- **Use stakeholders throughout the process definition process**
- **Stakeholder involvement is necessary for commitment to the process**
- **Stakeholder involvement makes the process their own**

# SMEs Role

- **SMEs help define the process**
- **SMEs validate definitions**
- **SMEs validate organizational process**
- **SMEs validate written process**
- **SMEs are the process owners**

# Defining the process

- Interview subject matter experts to define every variation of the process
- Create a process model of each variation (flow chart)
- Perform stakeholder reviews to validate process model
- Analyze the variations for commonality and 'legitimate' variation
- Model the organizational process based on the commonality; determine criteria for variations
- Perform stakeholder review of organizational process model for commitment



# Final process definition

- **Create a written process based on the organizational process model**
- **Stakeholders review the organizational written process**
- **Create written process variations for tailoring purposes**

***Note: No process improvement going on***

# The EPGs role

- **The processes belong to the Subject Matter Experts – they know the best practice**
- **The EPGs role is to**
  - Assist the SMEs in developing a written process
  - Coordinating the development of the organizational process
  - Gaining workers commitment to the organizational process
  - Defining tailoring variations with criteria

# Results

- **A written process that matches the work being performed**
- **Commitment to follow the written process**
- **A process baseline that allows real process improvement**

# Who's Processes Are These Anyway?

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- **Processes belong to stakeholders/SMEs**
- **The EPGs role is to document the real process**



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# Questions?