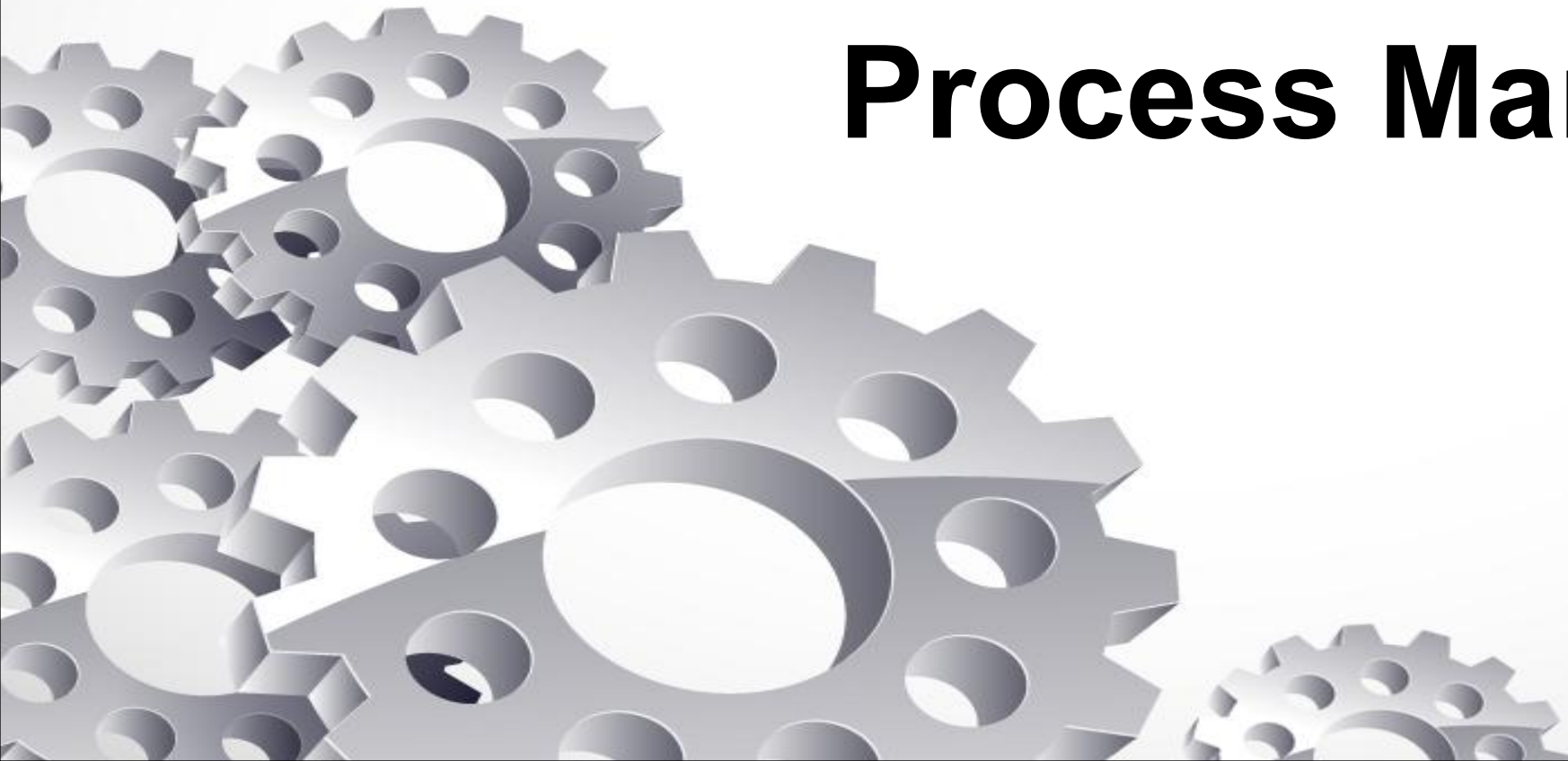


DiGiQi

Process Management



Process Management

Vision, Mission, Policy

- Every organization shall define their Vision, Mission and Policy depending upon their customers, market, products, resources technology and so on.
- Once Vision, Mission, policy is defined, organization shall define their Objectives, KPIs for each process.
- We need to establish risk level of each process and based on risk level establish your monitoring frequency for each process.
- Management shall review the organization context, any changes in the Interested party's interest and plan suitable actions with clearly defined responsibilities.



Process Management Quality Objectives



Quality Objectives

- Objectives are some tangible/ measurable parameter an organization wants to achieve over a time to fulfill their Vision, Mission and policy
- An Organization can have multiple Objectives such as Market Share, Number of Customers, Customer Satisfaction, Productivity of various plants/ machines, etc.
- To achieve organization objectives, there will be multiple processes which will support in achieving above objectives.



Process Management Process

- Process can be defined as a “Set of Value adding activity” in any organization.
- There will be multiple processes in any organization.
- These processes will interact with each other including external customer who pays organization for the products and services offered by any organization.
- To make Customer Satisfied we need to effectively and efficiently manage our internal processes . Typical processes in any organization can be Sales, Finance, Accounting, New Product Development, PPC, Production, Dispatch, QA, HR, so on.

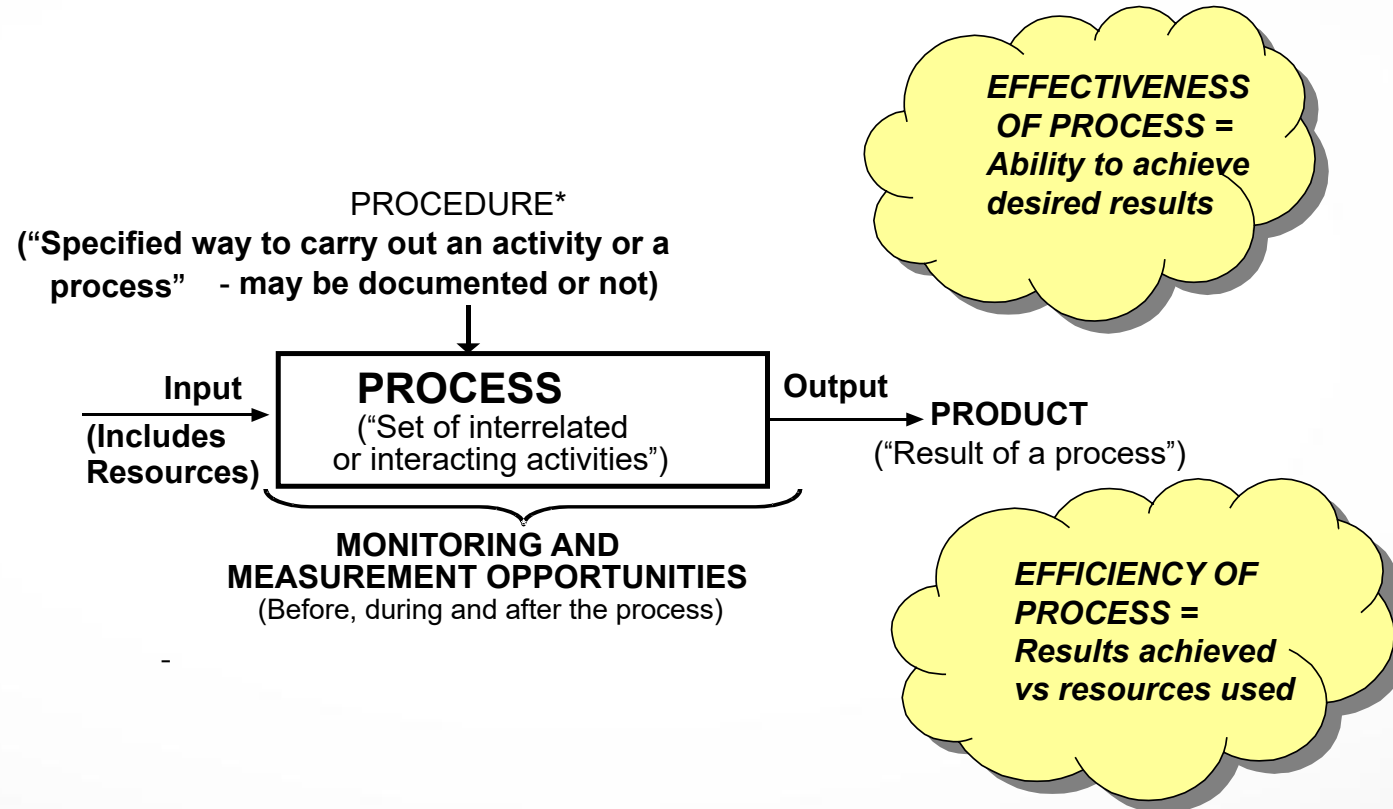
Above details of Processes are explained graphically in next few slides...



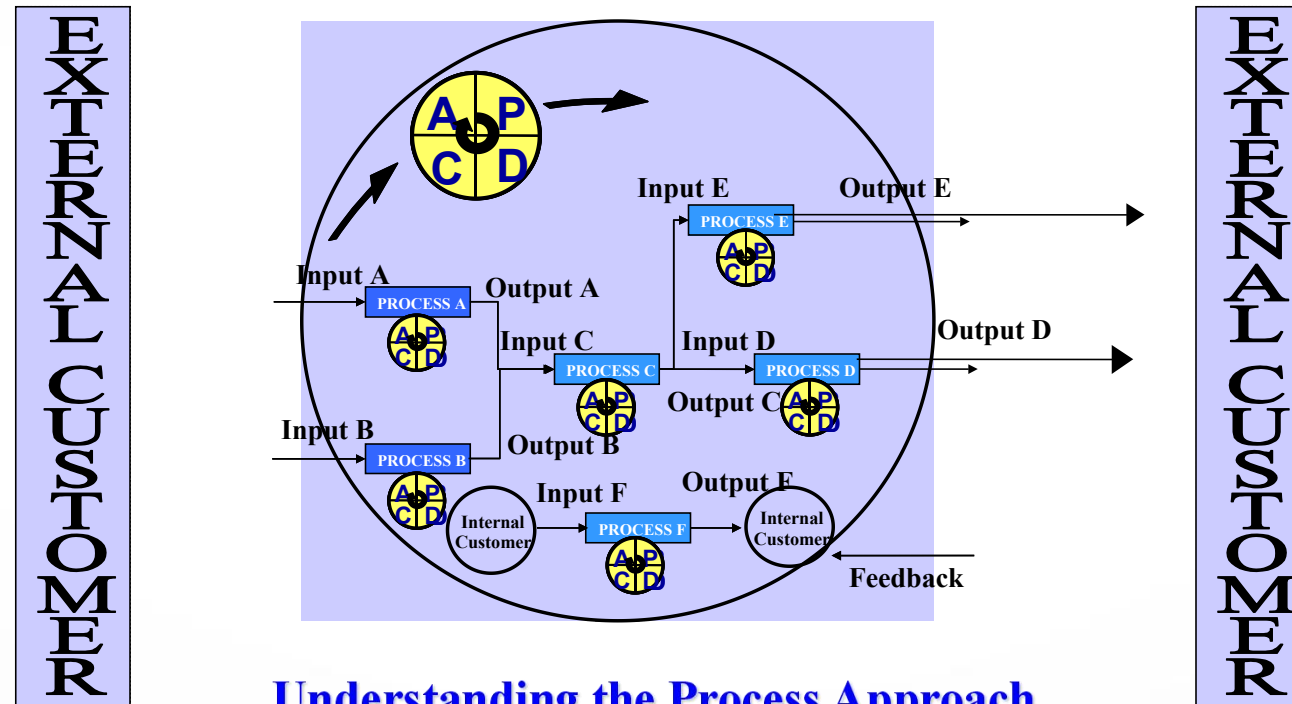


Understanding the Process Approach

Schematic Representation of a Process



Typical Network of Interacting Processes



Understanding the Process Approach