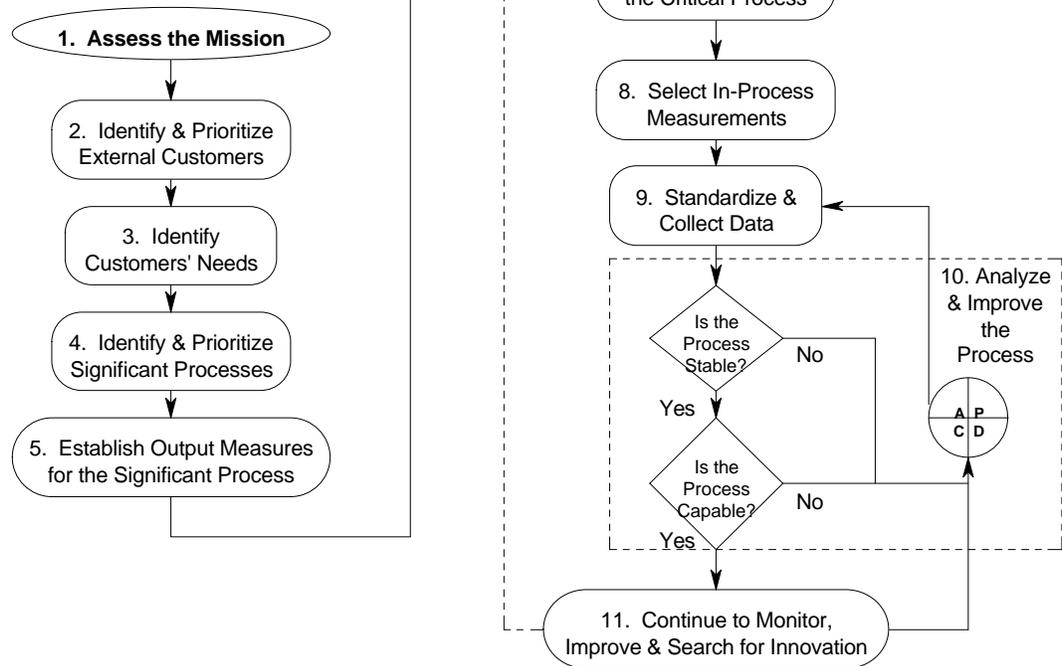


Methods for Managing Quality

Summary

Course Summary

Process Management Flowchart



0 Summary, Viewgraph 1

LESSON OVERVIEW This lesson summarizes what participants must know to practice Process Management. The instructor will review each step of the Process Management Flowchart, including the tools used in completing each

☹ **INSTRUCTOR NOTE.** Advise the participants to follow along in the columnar and graphic course summaries as we review our progress through the Process Management Flowchart.

Review each step of the flowchart, discussing each lesson and the tools and techniques that were introduced.

- Call upon the experiences of the participants in the Case Study and exercises.
- Refer to the Case Study Storyboard as appropriate.
- Clear up any unresolved (bin board) issues

step.

Columnar Course Summary

STEP	SOURCE	TOOL	PRODUCT
1. Assess the Mission	<ul style="list-style-type: none"> • Documents/Records • ISIC Goals 	<ul style="list-style-type: none"> • Brainstorming • Discussion (team) 	<ul style="list-style-type: none"> • Mission Statement
2. Identify & Prioritize External Customers	<ul style="list-style-type: none"> • Customer demands • Data Files • Extended System 	<ul style="list-style-type: none"> • Records review • Discussion (team) • Productivity Matrix 	<ul style="list-style-type: none"> • Prioritized list of external customers • Who to contact
3. Identify Customer Needs	<ul style="list-style-type: none"> • Interviews • Surveys 	<ul style="list-style-type: none"> • Customer Needs Form • Affinity Diagram 	<ul style="list-style-type: none"> • Logically grouped customer needs • Outcome quality characteristics
4. Identify & Prioritize Significant Processes	<ul style="list-style-type: none"> • Mission Statement • Affinity Diagram • Tree Diagram 	<ul style="list-style-type: none"> • Tree Diagram • Matrix Diagram 	<ul style="list-style-type: none"> • Prioritized list of significant processes
5. Establish Output Measures for the Significant Process	<ul style="list-style-type: none"> • Customer Needs Form • Affinity Diagram • Interview w/customer 	<ul style="list-style-type: none"> • Key Quality Characteristics Worksheet 	<ul style="list-style-type: none"> • Operational definitions • Output quality characteristics
6. Identify & Prioritize Critical Processes	<ul style="list-style-type: none"> • Macro Flowchart from Charter • Tree Diagram • Team 's Knowledge 	<ul style="list-style-type: none"> • Brainstorm • Flowchart • Combo ID Matrix 	<ul style="list-style-type: none"> • Selection of sub-process most critical to improve
7. Define and Refine the Critical Process	<ul style="list-style-type: none"> • Process Selected from the Combo ID Matrix 	<ul style="list-style-type: none"> • Deployment Flowchart • Opportunity Flowchart 	<ul style="list-style-type: none"> • Macro, Mini, & Micro level , as-is, and ideal flowcharts of the Critical Process
8. Select In-Process Measurements	<ul style="list-style-type: none"> • KQC Worksheets • Internal Customer/ Supplier relationships 	<ul style="list-style-type: none"> • Process Measurement Chart 	<ul style="list-style-type: none"> • Operational definitions • Process quality characteristics
9. Standardize and Collect Data	<ul style="list-style-type: none"> • Refined Flowcharts • Data Collection Plan 	<ul style="list-style-type: none"> • SOPs, Flowcharts, Training 	<ul style="list-style-type: none"> • Standardization • Valid Baseline Data
10. Analyze and Improve the Process	<ul style="list-style-type: none"> • Data Collection 	<ul style="list-style-type: none"> • QC Tools • Root Cause Analysis • PDCA 	<ul style="list-style-type: none"> • Predictable process • "On target with minimum variance"
11. Continue to Monitor, Improve and Search for Innovation	<ul style="list-style-type: none"> • Standardized Process • Data Collection Plan 	<ul style="list-style-type: none"> • 7MP Tools • PDCA • QC Tools 	<ul style="list-style-type: none"> • A Learning Organization • Mission-related processes being constantly monitored and managed

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