

PROCESS MAPPING

As a Management and Auditing Tool

Osmo Wiio's laws

1. If communication can fail, it will.



Managing Quality

- Quality comes from
 - Knowing what is required
 - Doing what is required
 - Caring about what you do
- Quality depends on excellent communication of requirements



Auditing Quality

- Audit
 - Evaluating audit evidence objectively against requirements
- Audit depends on complete understanding of requirements

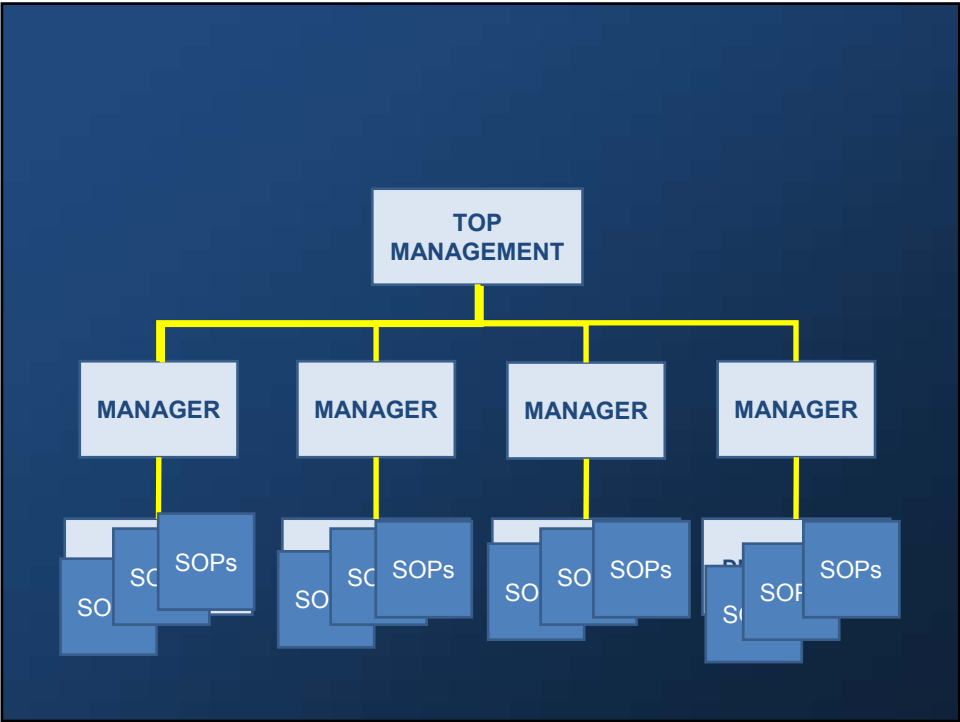
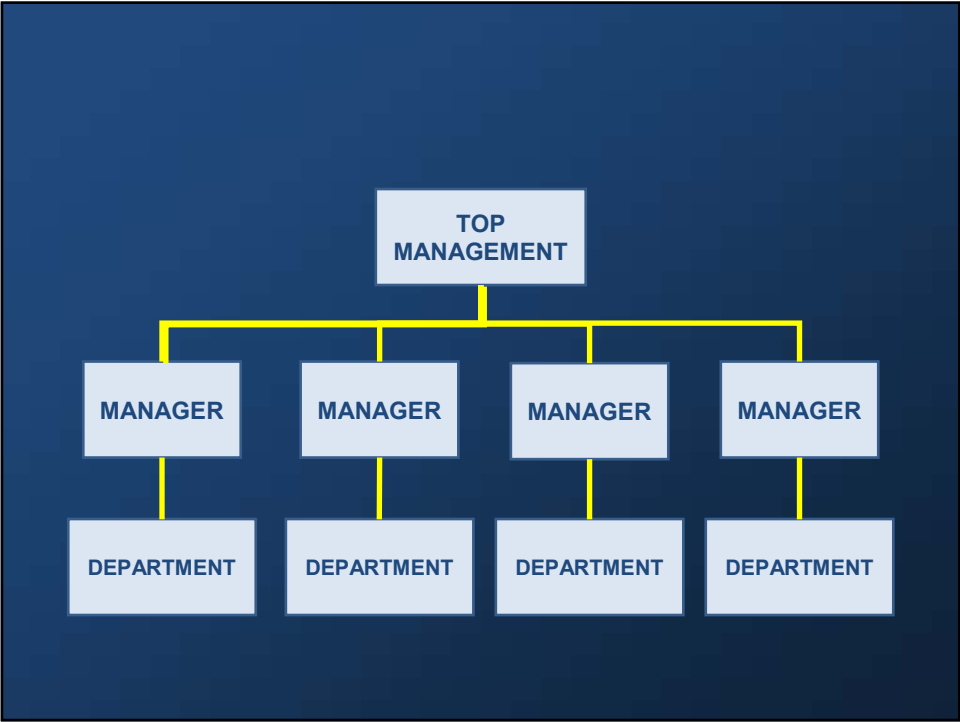


What is a Quality Document?

1. A document within the quality system which is checked, authorised and controlled
2. A document which is read, understood and followed

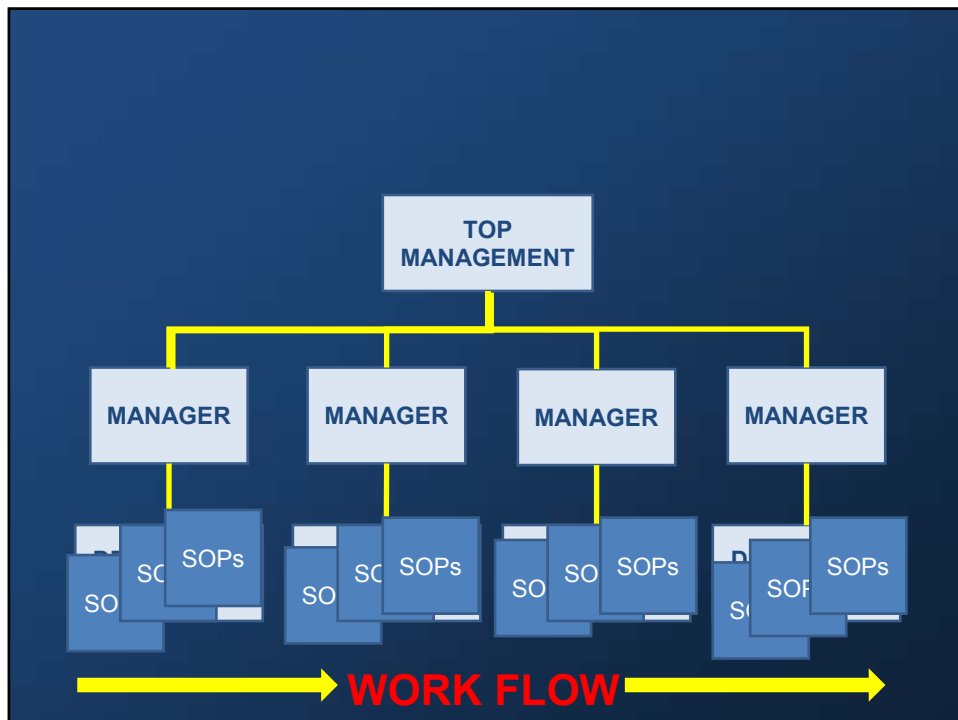
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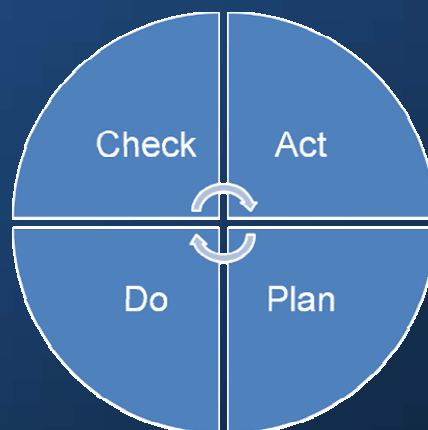
2. The more communication there is, the more difficult it is for communication to proceed.

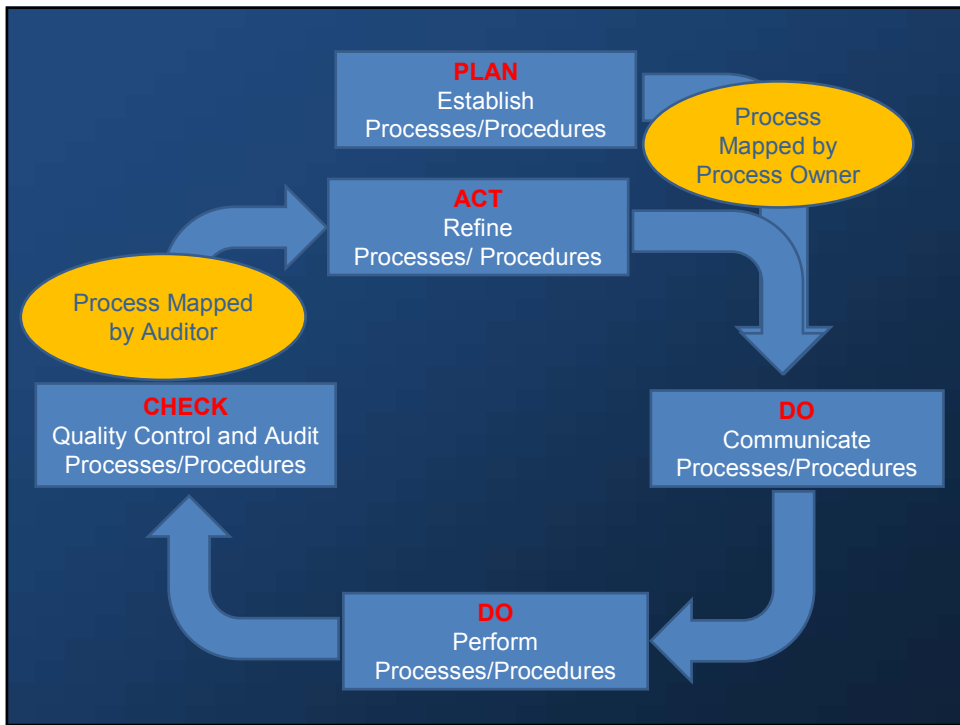


Osmo Wiio's laws

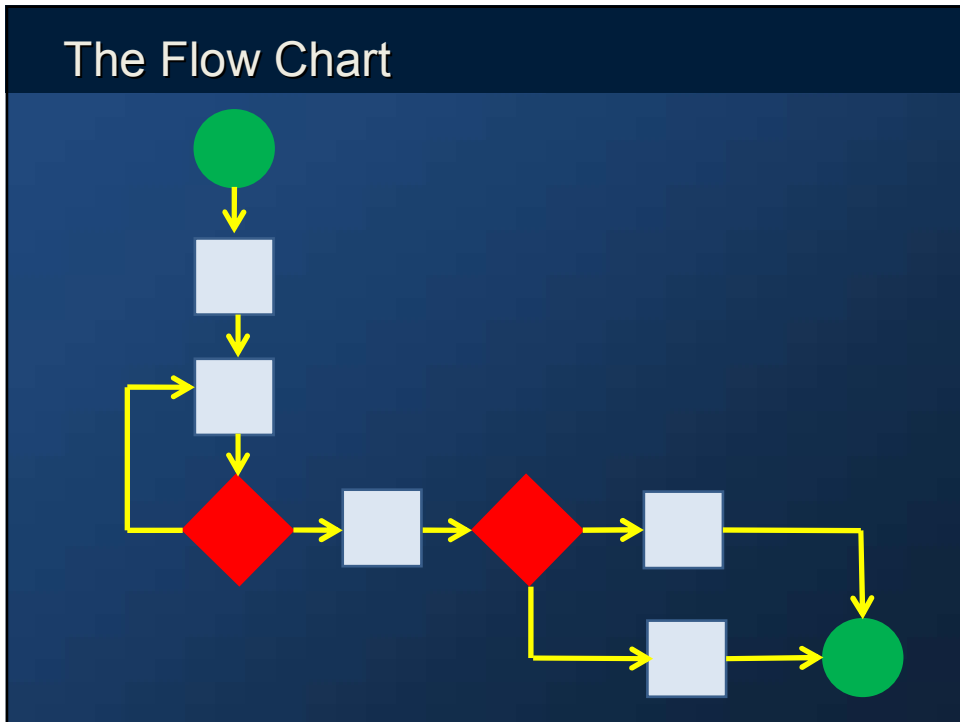
3. There is always someone who knows better than you what you meant by your message.

The Deming Cycle

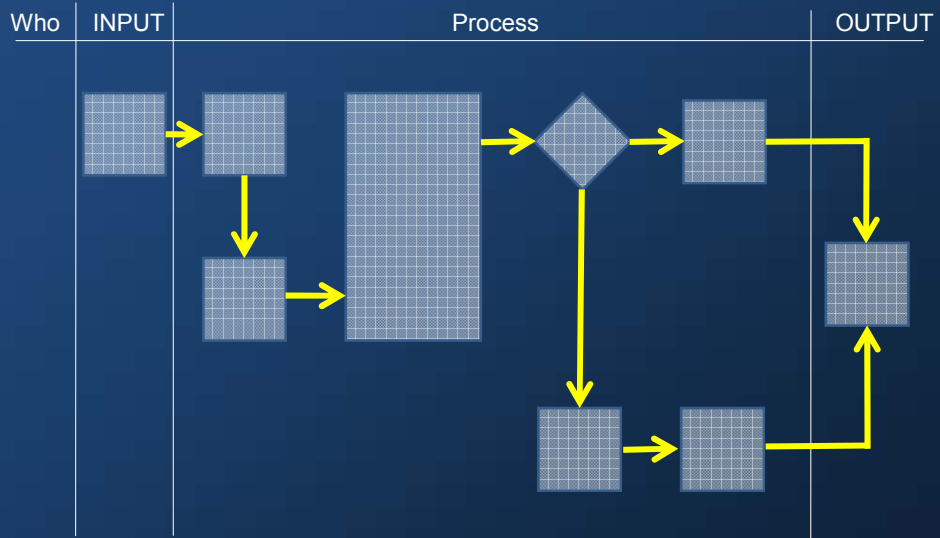




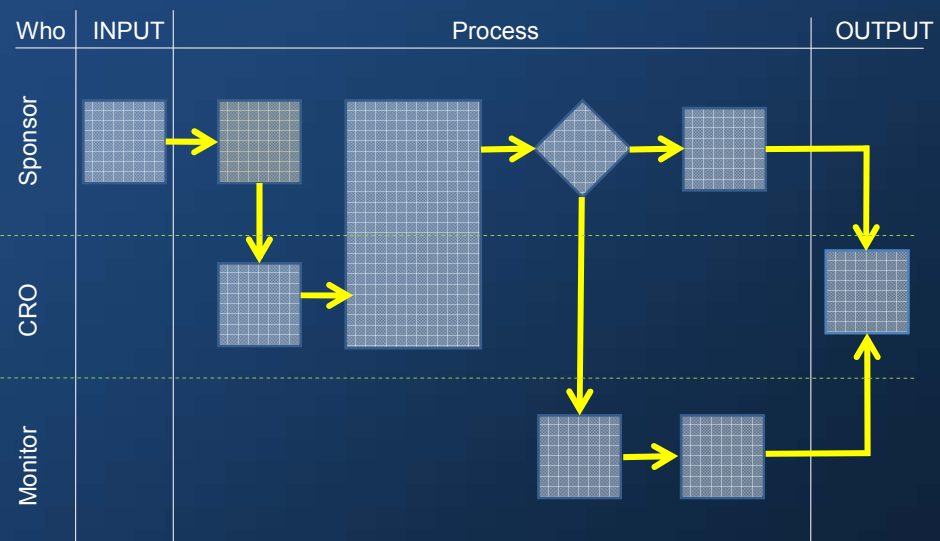
The Flow Chart



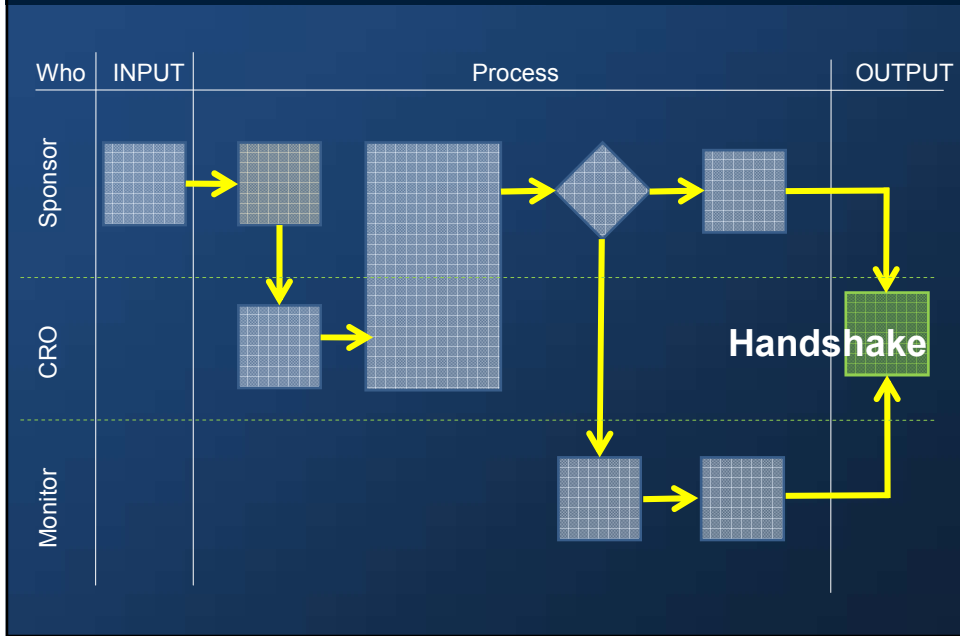
The WIPO



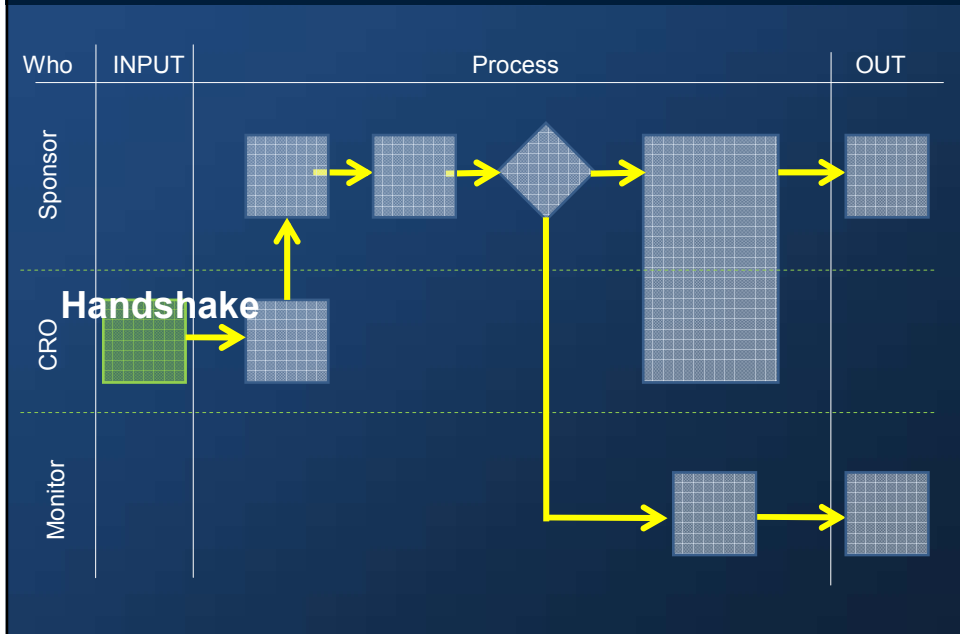
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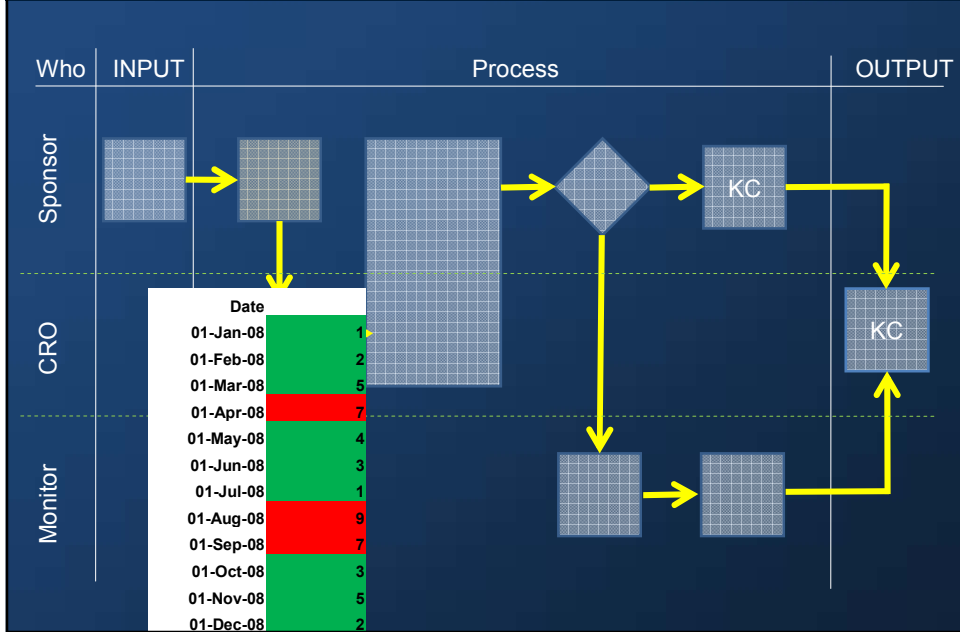
The Handshake



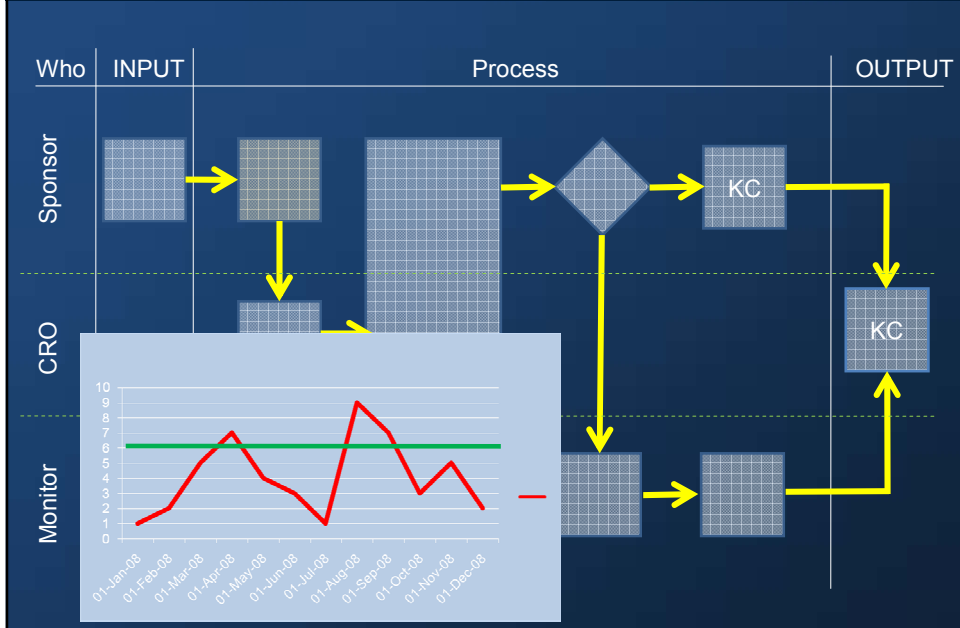
The Handshake



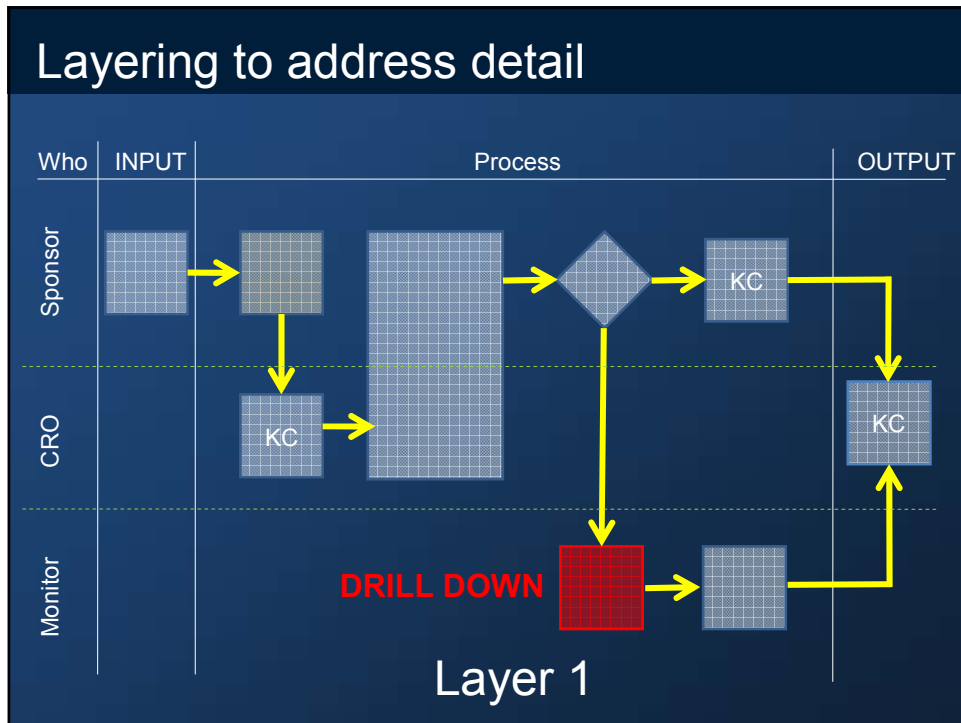
Key Characteristics



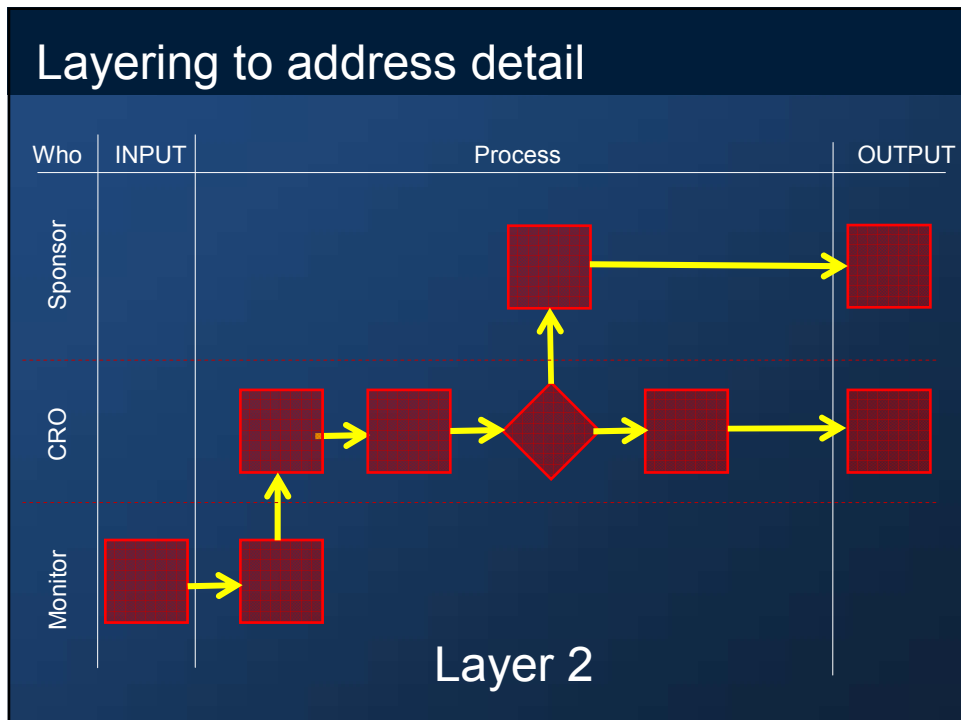
Key Characteristics



Layering to address detail



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Summary

- Top Management appoint Process Owners
- Process Owners
 - visualise processes as process maps
 - communicate the processes to those who undertake them
 - ask auditors to evaluate the processes
- Auditors
 - evaluate the processes against the process maps



Acknowledgement

Stephen Nicholas

is Course Principal on BARQA's Process Mapping Course

He taught me almost all I know about process mapping.