

# INTRODUCTION TO PROCESS MANAGEMENT

## SEMIS COURSE ON SEED QUALITY ASSURANCE, MANAGEMENT AND CONTROL PROCESSES

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BY

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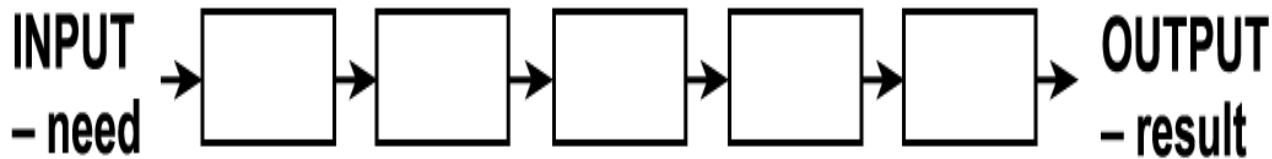
# PROCESS

## Definition

- A horizontal sequence of activities that transforms an input (need) to an output (result) to meet the needs of customers or stakeholders.
- Process has six components
  - a) Input and output
  - b) Interrelated activities
  - c) Horizontal: intra-functional or cross-functional
  - d) Purpose or value for customer
  - e) The use of resources
  - f) Repeatability

# PROCESS

A horizontal sequence of activities...

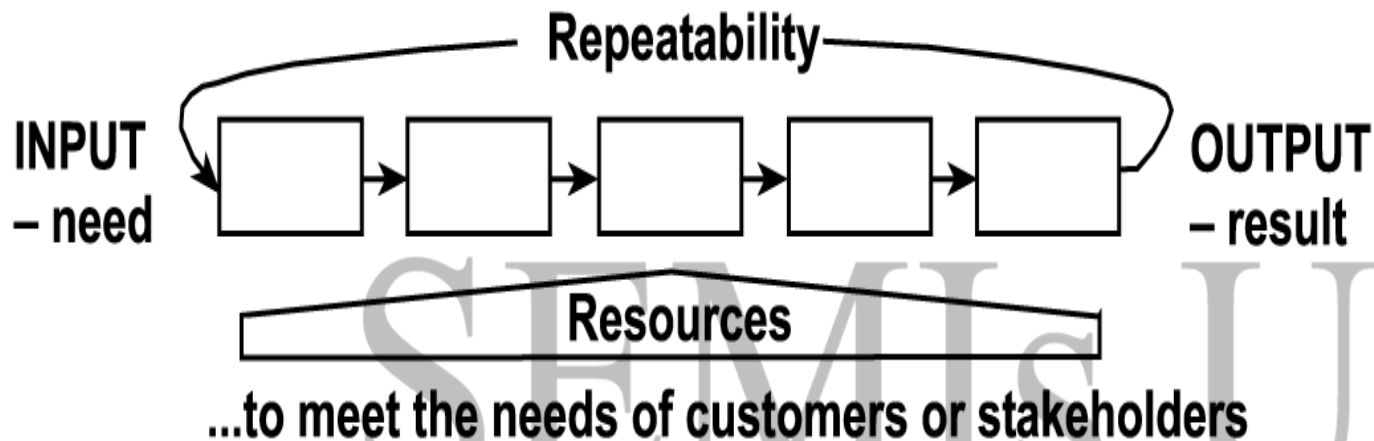


...to meet the needs of customers or stakeholders

**Notes:** A horizontal sequence of activities that transforms an input (need) to an output (result) to meet the needs of customers or stakeholders. Excluding the components of use of resources and repeatability, only mentioned by a few authors

# PROCESS

A horizontal sequence of activities...



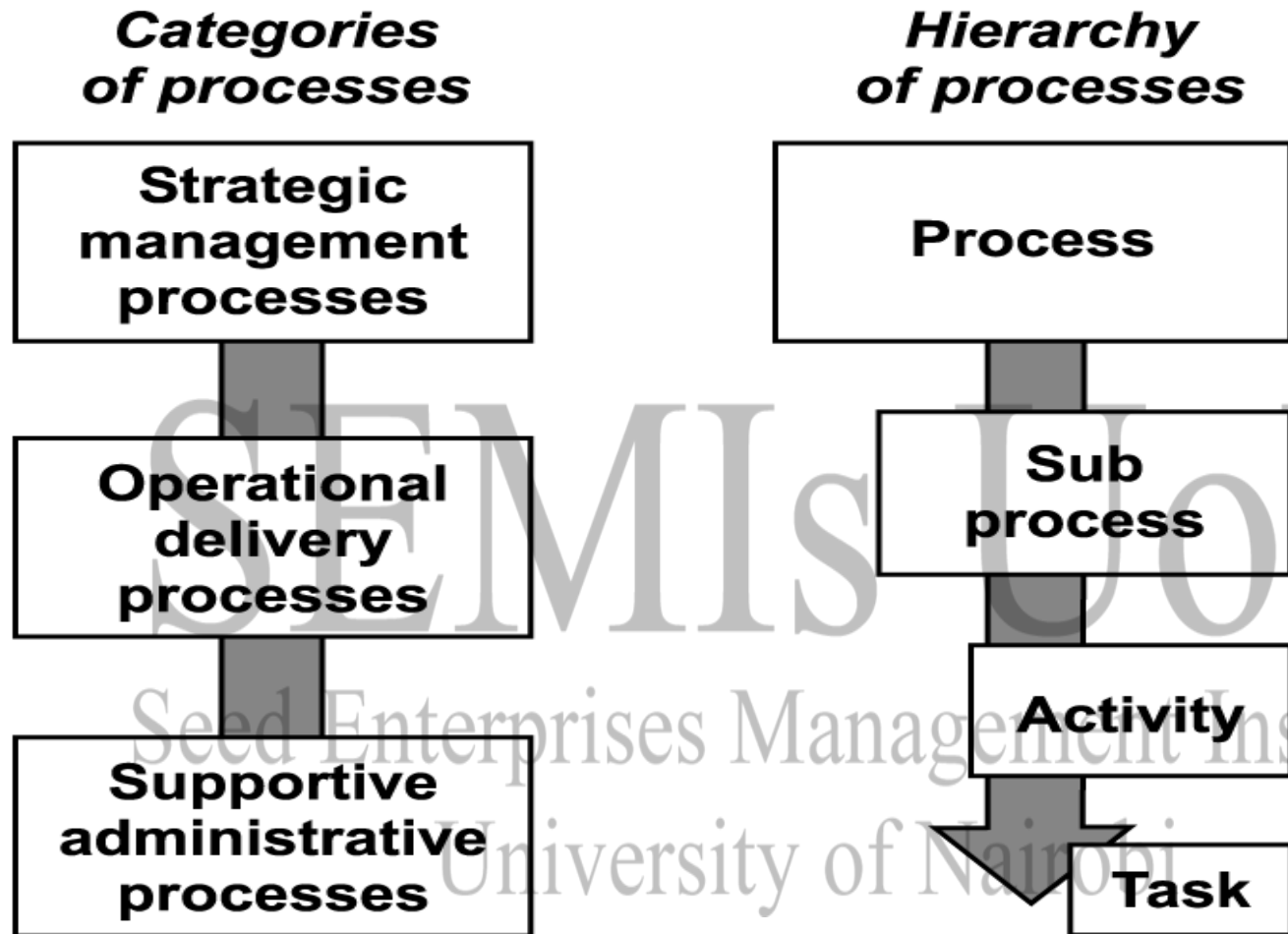
**Note:** The definition includes the components; input and output, interrelated activities, horizontal, purpose, use of resources and repeatability

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# categories of processes

- There are three general process categories
  - a. Strategic management processes - Covering strategy, planning and control where management oversees and supervises the system
  - b. Operational delivery processes - Producing outputs and results for external stakeholders
  - c. Supportive administrative processes - Required to sustain and support the delivery processes

# categories of processes



# Process roles

- The role of the process owners
  - a) accountable for all process improvement results with authority to approve process changes
  - b) responsible to optimize efficiency and effectiveness,
  - c) ensuring that external customers' requirements are met
  - d) overseeing performance control and continuous improvement

# Process roles

- The roles of process team members in cross-functional process teams
  - a) to map and document the process
  - b) assess performance
  - c) analyze deficiencies
  - d) select an improvement strategy
  - e) propose design changes
  - f) implement fixes
  - g) assess results



# Process characteristics

- Primary characteristics that describe and shape a process:
  - a) Defined ownership*
  - b) Defined boundaries*
  - c) Documented workflows*
  - d) Established control points*
  - e) Established measurements*
  - f) Control of process deviations*

# Process management

- Definitions
  - a) A structured systematic approach to analyze and continually improve the process – Focuses on the management and improvement of single processes
  - b) A holistic manner to manage all aspects of the business and a value perspective in determining organizational effectiveness

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# Process management

- Purpose of process management
  - a) to remove barriers between functional groups and bond the organization together
  - b) to control and improve the processes of the organization
  - c) to improve the quality of products and services
  - d) to identify opportunities for outsourcing and the use of technology to support business

# Process management

- e) to improve the quality of collective learning within the organization and between the organization and its environment
- f) to align the business process with strategic objectives and customer needs
- g) to improve organizational effectiveness and improve business performance

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# Approaches and tools for process management

- The methodology for process management:
  - a) Process selection - Based on
    - i. analysis of the value chain
    - ii. identifying customers and suppliers,
    - iii. data collection and
    - iv. process targeting
  - b) Process description and mapping
    - i. Understanding and defining the process key activities and the process architecture

# Approaches for process management

## c) Organizing for quality

- i. Establishing ownership of the process, defining and appointing process owners

## d) Process measurements and quantifications

- i. Identifying performance measurements and
- ii. targets for controlling the process

## e) Process improvements

- i. Identifying process improvements( e.g. based on measurements and taking corrective actions)

# Tools for process management

- Process mapping
- Process measurement
- Process re-engineering or re-design
- Models for continuous improvement
- Instruments for benchmarking

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- **In summary process management**
  1. Includes the three ingredients the customer, the product, and the flow of work;
  2. enables an organization to see how work actually gets done, which is through processes that cut across its functional boundaries; and
  3. Shows the internal customer-supplier relationships through which products and services are delivered



**THANK YOU**

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