

Process Management Introduction

Seed Enterprises Management Institute

University of Nairobi

Seed Enterprise Management Institute (SEMIs)

Seed Quality Assurance and Seed Enterprise Quality Management

University of Nairobi

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Process Management

- How can we implement process Management?
 - Analyze all processes (including inputs and outputs) which are of critical importance to achieving business objectives and customer requirements
 - Awareness, Communication, Training

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Process Management

- How do we know process management is working?
 - Confirmation we have alignment with business objectives and customer expectations
 - Audit/Measurement/Validation

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Process Management Opportunities

- Managing cost and productivity
- Identification of process improvement opportunities
- Reduction in employee stress
- Possible leveraging opportunities related to regulatory compliance.

Definitions

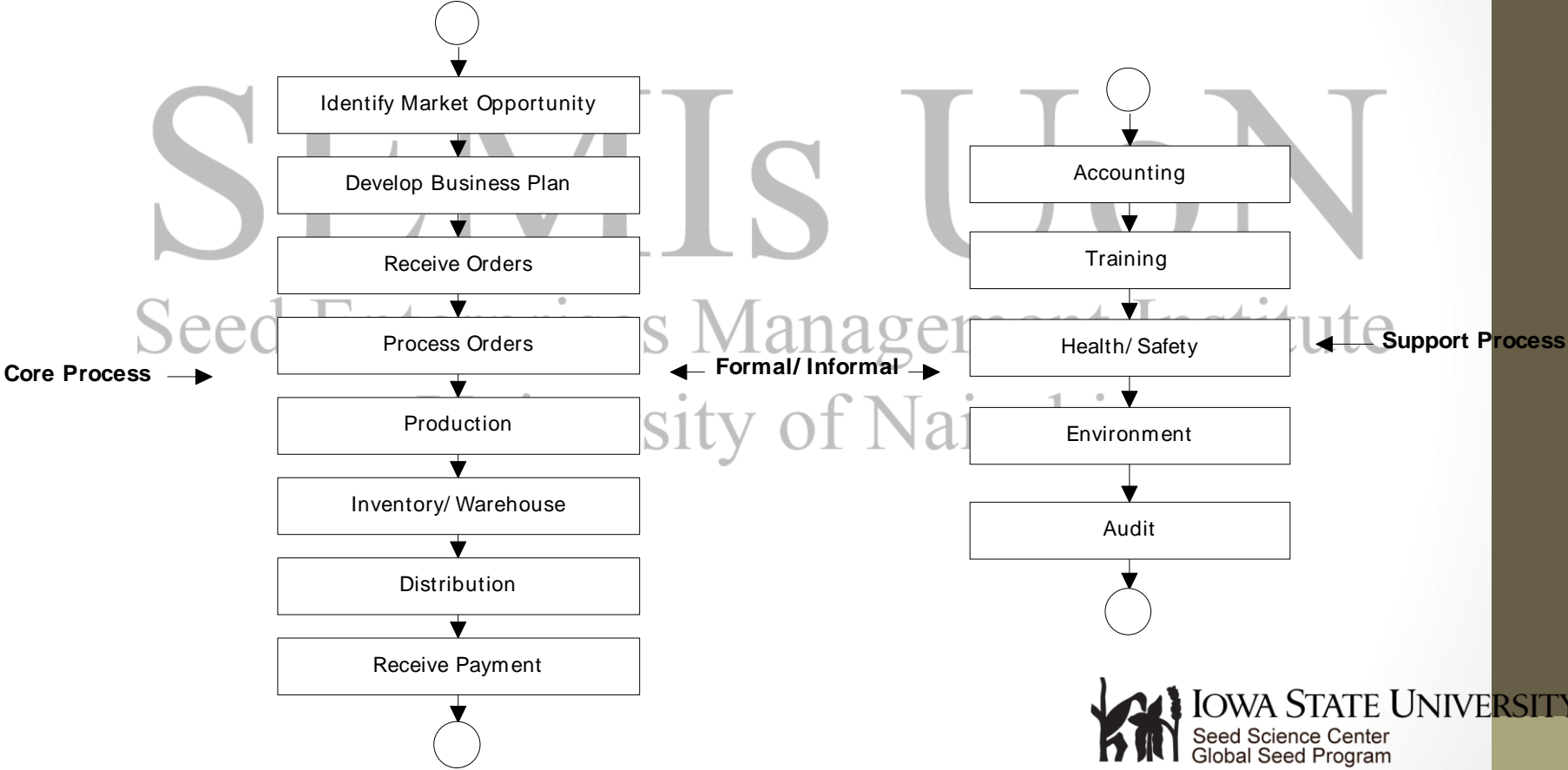
- System: Set of interrelated or interacting elements
- Process: System of procedures which use resources to transform inputs into outputs
- Procedure: Specified way to perform an activity

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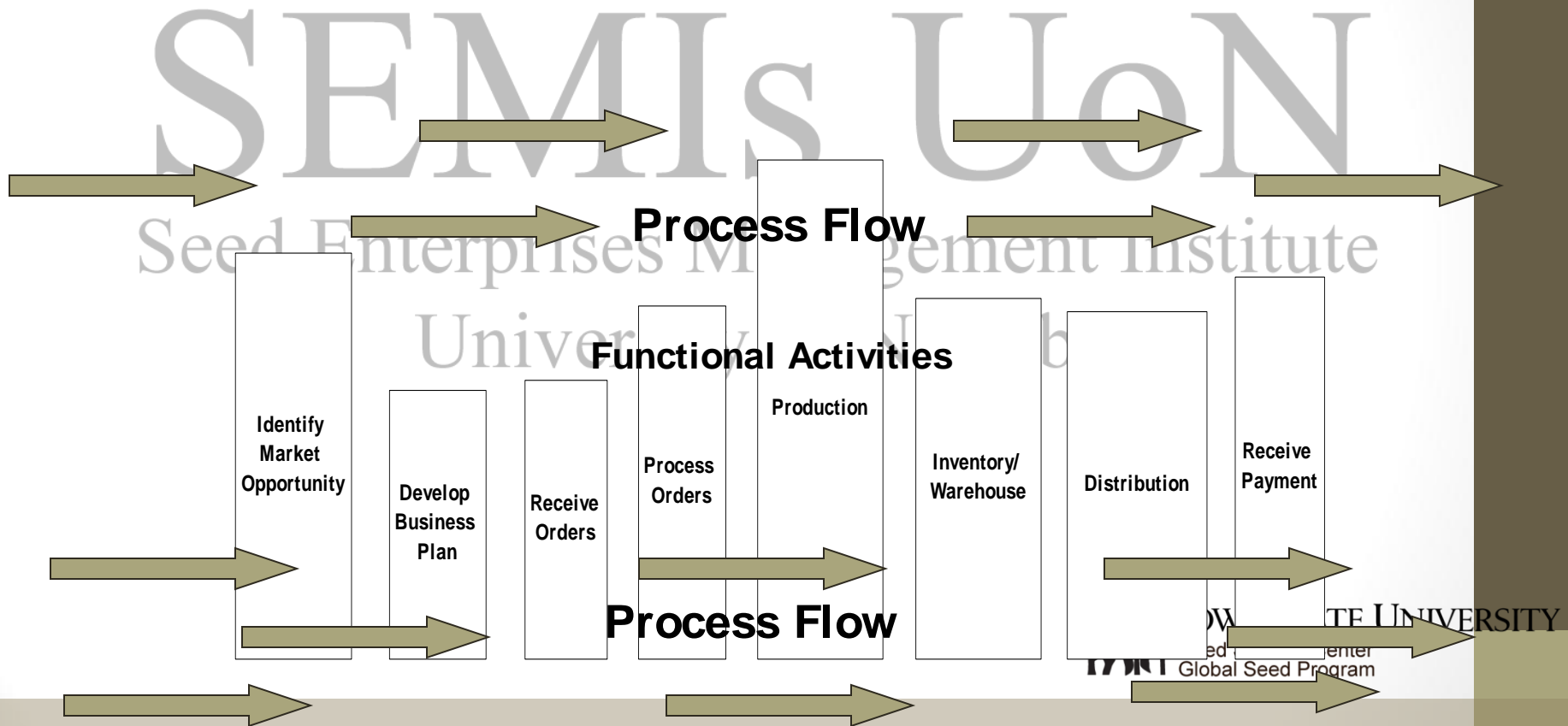
What Is Process Management?

- Identification of critical business areas that must be defined, controlled and maintained.
- Critical business actions must be repeatable and measurable
- System design must allow for changing business needs
- Customer requirements must be identified and incorporated into the system.

Typical Process Industry



Process Management Influence on the Organization



Process Management Implementation

- Identify critical process activity
- Analyze all processes, including inputs and outputs
- Document critical process activity
- Train employees and communicate expectations
- Define measurement criteria
- Audit the process

Management System Structure - Documentation

Quality Manual - Overview
of system. 50 pages or less

Quality
Manual

Operational and
Administrative Procedures
4 -6 pages with flow chart
includes “what” is to be
accomplished

Procedures

Work Instruction =
one person one task
includes “how” work
is accomplished

Work Instructions

Records



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Remember

- Achieving proper balance of Process control and our ability to perform work
- We need to avoid cumbersome non-value activity that promotes bureaucracy and hinders flexibility
- We will need to monitor, measure and revisit some of our work.

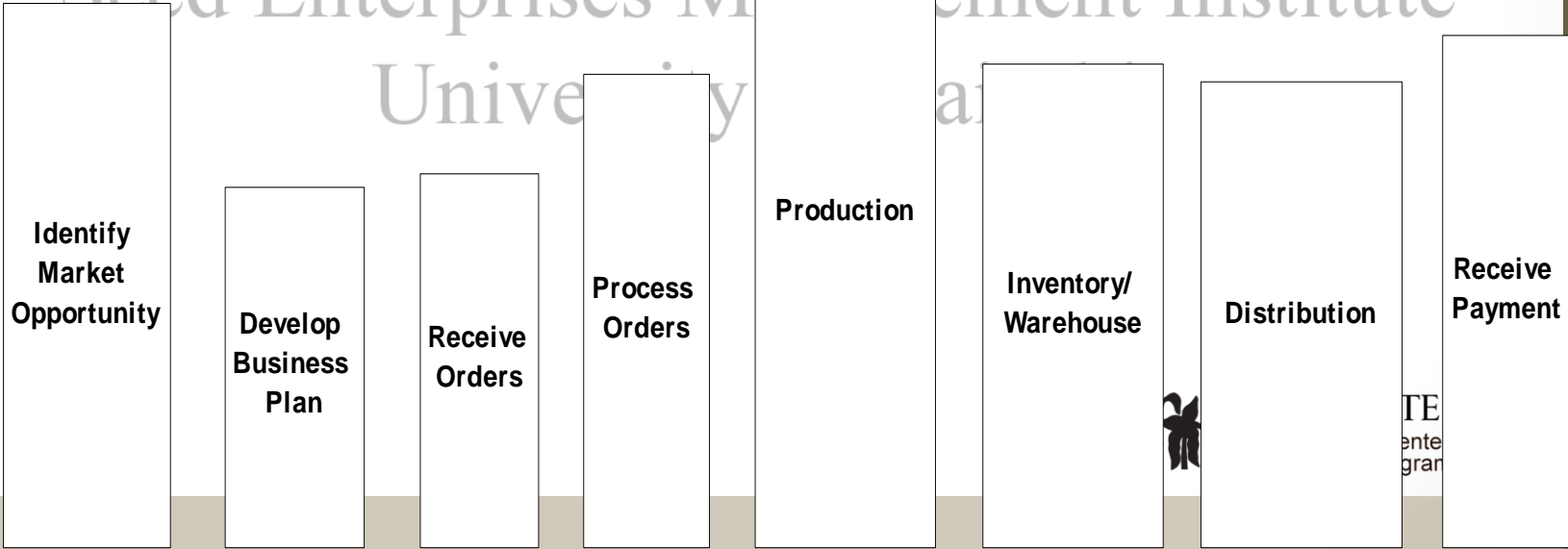
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Process Analysis

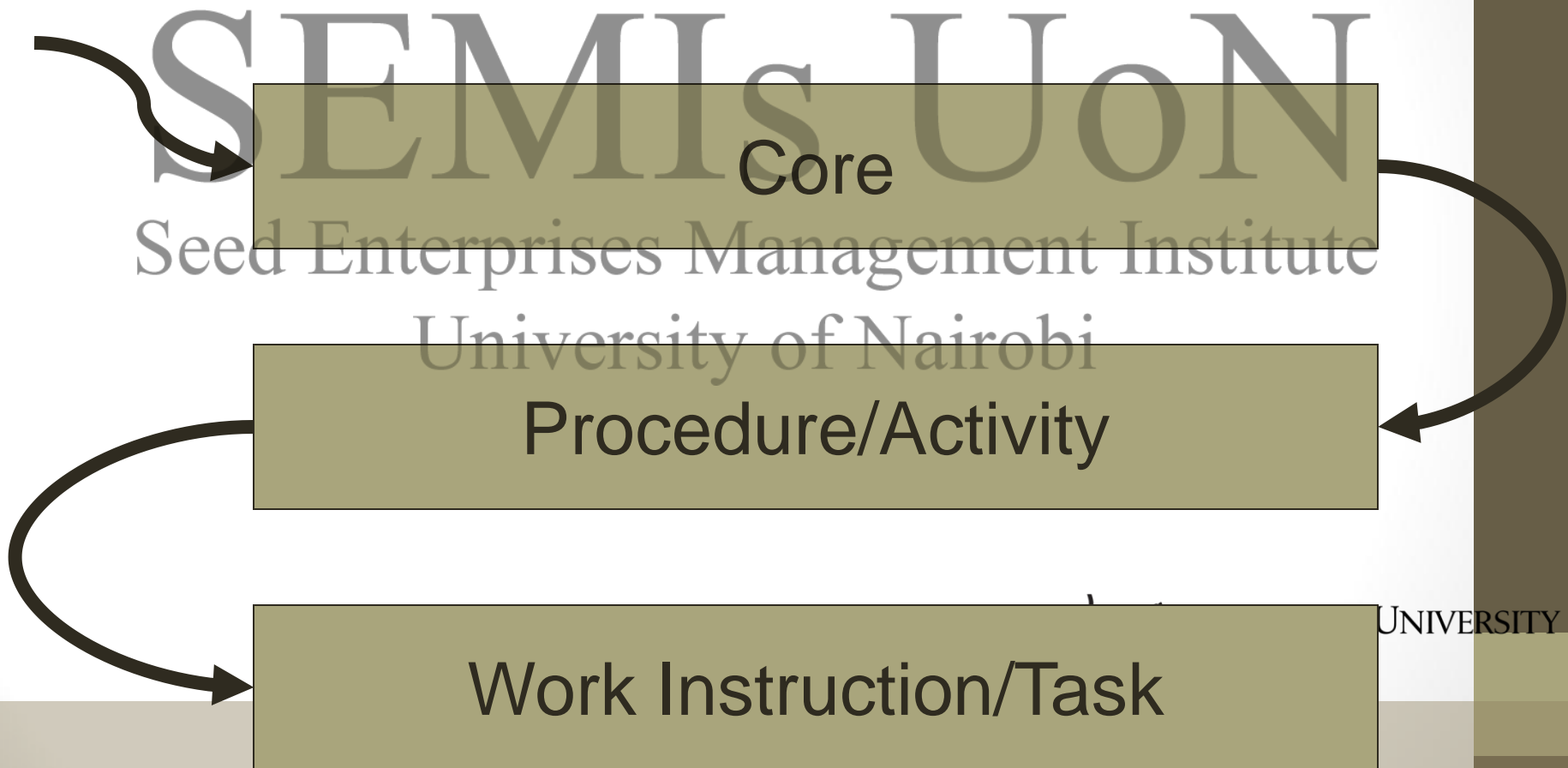
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Typical Business Process

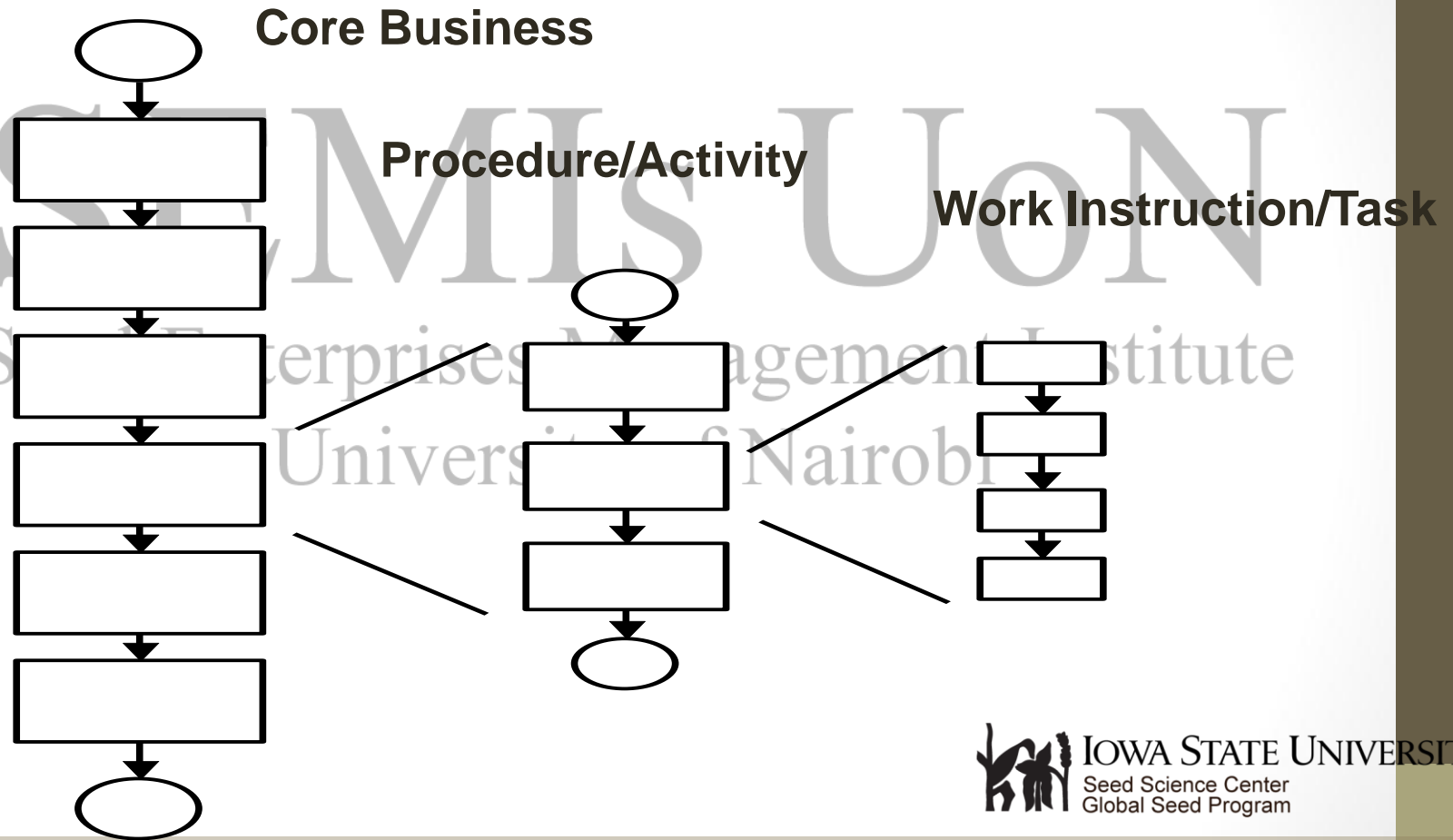
Core/ Functional Activities



Process Relationships

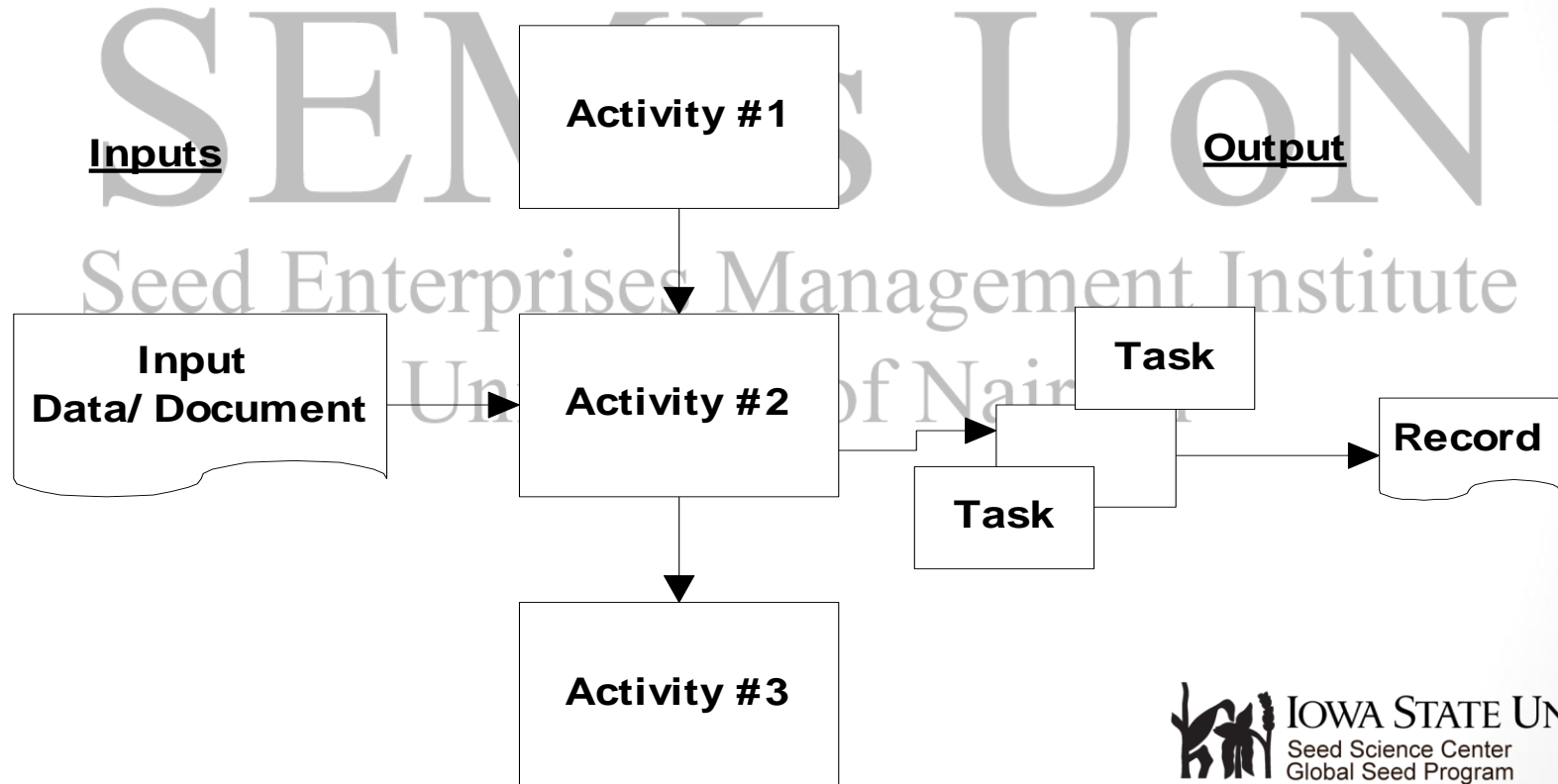


Process Components



Business Process

Procedure/ Activity



Inputs

- Specifications
- Data and/or documents
- Manuals
- Regulations/laws
- Policies and guidelines
- Output from a companion process

Inputs – Informal

- Telephone Calls
- Verbal Instructions
- Representative Sample

Note: Informal “critical” communication will require methodology for tracking and audit

Activity

- An action or activity
- Doing something
- A component of a larger process
- If activity is not initiated, the process will fail
- Typically, made up of several task involving several people

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Work Instruction

- An action or activity
- Doing something
- A subcomponent of a procedure
- Typically, one task that involves one person

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Outputs

- Confirmation that an activity has achieved a defined state of completeness
- Includes:
 - Records
 - Documents
 - Forms
 - Data

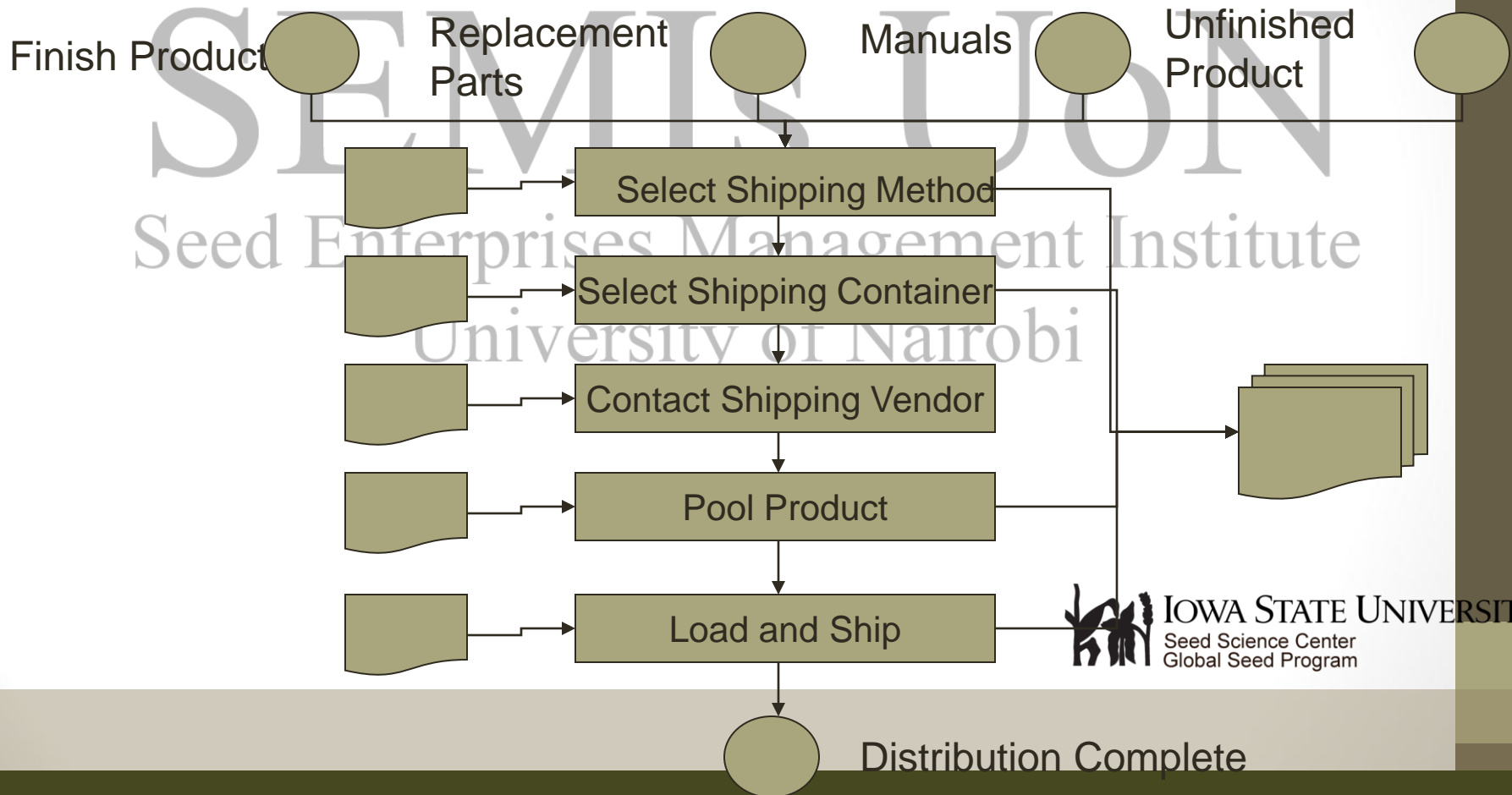
Key Points of Process Analysis

- Defined purpose and scope
- What is happening?
- Who is responsible for what?
- Who interfaces with whom?
- Timing and measurements
- Viewed from a customer and supplier relationship

Key Points of Process Analysis

- Examine activity for the following:
 - Inputs
 - Main event
 - Interfaces
 - Defined responsibility and authority
 - Documentation and records

Distribute Product (Example)



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Thank you

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