Process Management

Introduction

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
Process Management

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

**Core Process**
- Identify Market Opportunity
- Develop Business Plan
- Receive Orders
- Process Orders
- Production
- Inventory/Warehouse
- Distribution
- Receive Payment

**Support Process**
- Accounting
- Training
- Health/Safety
- Environment
- Audit

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Process Management Influence on the Organization

Identify Market Opportunity
Develop Business Plan
Receive Orders
Process Orders
Production
Inventory/Warehouse
Distribution
Receive Payment

Process Flow

Functional Activities

Identify Market Opportunity
Develop Business Plan
Receive Orders
Process Flow
Production
Inventory/Warehouse
Distribution
Receive Payment

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University of Northampton
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 of less
- Operational and Administrative Procedures 4-6 pages with flow chart includes “what” is to be accomplished
- Work Instruction = one person one task includes “how” work is accomplished

Records
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.
Process Analysis
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Identify Market Opportunity
Develop Business Plan
Receive Orders
Process Orders
Production
Inventory/Warehouse
Distribution
Receive Payment

Typical Business Process

Core/Functional Activities
Process Components

Core Business

Procedure/Activity

Work Instruction/Task
Business Process
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
Work Instruction

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

Finish Product

Replacement Parts

Manuals

Unfinished Product

Select Shipping Method

Select Shipping Container

Contact Shipping Vendor

Pool Product

Load and Ship

Distribution Complete
Thank you