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# PROCESS ORIENTATION CHECKLIST

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Abstract:

This document describes an orientation checklist to understand a process.

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Defined properly, a quality management system is viewed as a system of processes. After identifying organizational support and process realization processes or departments that affect quality, a documented procedure or process map is helpful to understand their operation and interaction. In describing the organization's planned arrangements for processing, many answers in this checklist should be included in procedures describing each process or department affecting quality. This checklist can be used as an implementation guide to properly create procedures. Procedures will then satisfy the intent of ISO 9001 paragraphs 4.3, 4.4 and 7.5.1 by describing the interaction of QMS processes. Until the QMS is viewed as a system of interacting processes, procedures that are written to simply comply with the ISO standard will fail to properly define processes.

The traditional approach to quality management has confused practitioners that are used to "compliance to requirements". The traditional standards-based approach will prevent proper application of the quality system and diminish the return on investment in the PDCA cycle to continuously improve the QMS and its processes. Once processes are properly identified and defined, the PDCA cycle can then be effectively applied to drive improvement in the processes and in the QMS.

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<b>Process Name:</b>	
<b>Question</b>	<b>Answer</b> (N/A if not applicable)
<b>Process Characteristics</b>	
Who owns the process?	
Who is responsible for performing and overseeing the process?	
What value does the process add or what purpose does it serve?	
<b>Support Process Question</b> <b>With Who - training, knowledge, skills</b>	
What criteria have been established for Operator competency?	
<b>Support Process Questions</b> <b>With What - equipment, installations</b>	
What machines, materials, safety equipment, test equipment, computer systems and software are used in the process?	

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<b>Process Name:</b>	
<b>Question</b>	<b>Answer</b> (N/A if not applicable)
<b>Support Process Questions</b>	
<b>With What Key Criteria - measurements, assessments</b>	
What in-process/final verification criteria are associated with the output?	
<b>Input - what should be received</b>	
Upon what inputs does the process operate, e.g., document(s), materials, tooling, schedule, etc?	
<b>Output - what should be delivered</b>	
What output does the process produce?	
<b>Support Process Questions</b>	
<b>Performance indicators</b>	
How is the process identified throughout the process?	
How is inspection status identified throughout the process?	

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<b>Process Name:</b>	
<b>Question</b>	<b>Answer</b> (N/A if not applicable)
<b>Support Process Question</b>	
<b>How - instructions, procedures, methods</b>	
What instructions are available to Operators?	
Are documents/work instructions approved?	
<b>Workmanship</b>	
<b>Process Map Step 1: (name)</b>	
Is this a key characteristic in the process?	
If so, what happens to the defectives?	
<b>Process Map Step 2: (name)</b>	
Is this a key characteristic in the process?	
If so, what happens to the defectives?	
<b>Process Map Step 3: (name)</b>	
Is this a key characteristic in the process?	

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<b>Process Name:</b>		
<b>Question</b>	<b>Answer</b> (N/A if not applicable)	
If so, what happens to the defectives?		
<b>Process Map Step 4: (name)</b>		
Is this a key characteristic in the process?		
If so, what happens to the defectives?		
Repeat questions listed above for each remaining Step in the process map		
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<b>Continuous Improvement Resources</b>		
Internal QMS Audits		
Management Review Meetings		
Operator Feedback		
Six Sigma Initiatives		
SPC		
Add continuous improvement resource names as required		

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