

# The Process Approach

Inputs – Meeting with Front  
Line Staff

A process is a series or set of sequential activities that interact to produce a result; it may occur once-only or be recurrent or periodic.

Initial Draft Process Map designed  
Must represent WAD

WAD – Work As Done

Consensus – Final Draft Process Map designed

A procedure is a document that instructs workers on executing one or more activities of a business process. It describes the sequence of steps, and specifies for each step what needs to be done, often including when the procedure should be executed and by whom.

Training -  
Implementation

Compliance – Non-compliance

NCR Review/action

A degree of inspection is required to ensure that key tasks and the process outputs meet set standards.

Review and  
Improvement (CI)

Outputs – Process  
Management System

Process Mapping and Process  
Modelling are not the same thing!