

Procedure and Process Flow Charts for Better Business Performance

Abstract

Procedure and Process Flow Charts for Better Business Performance. You will find example process diagram layouts with the most effective flow chart templates to use, what to include in them so that the flow chart drives business results and personal performance (and you will be surprised at how easy they are to create).

With the right layout and the inclusion of ACE 3T (Target-Tolerance-Test) quality assurance standards your process flowcharts and procedures will drive business and workplace performance. First it is necessary to layout your flowcharts so it is totally clear what must happen in a process or procedure, who is responsible to make it happen, and how their performance will be measured.

Keywords: process flow chart template, process flow diagram, business process modelling

Many of our ISO 9001 quality system Clients find that no one in management or the shopfloor reads their business process descriptions, job procedures or work instructions. When that happens we introduce them to a simple solution: we turn their unread documents into easy to follow flow charts.

Do not write what you can show people. They will not understand what you describe, and you surely will bore them with too much monotonous, dull text. For example, instead of me describing how to create fantastic process flow charts, just look at the three accompanying example flow diagrams to see their content and get the gist of the technique. Look at the flow diagram layouts and you will ‘get it’ in about 30 seconds. Had I written and described what you needed to do, you would never ‘get it’ at all—no matter how often you reread the work instruction.

How to Get the Performance You Want

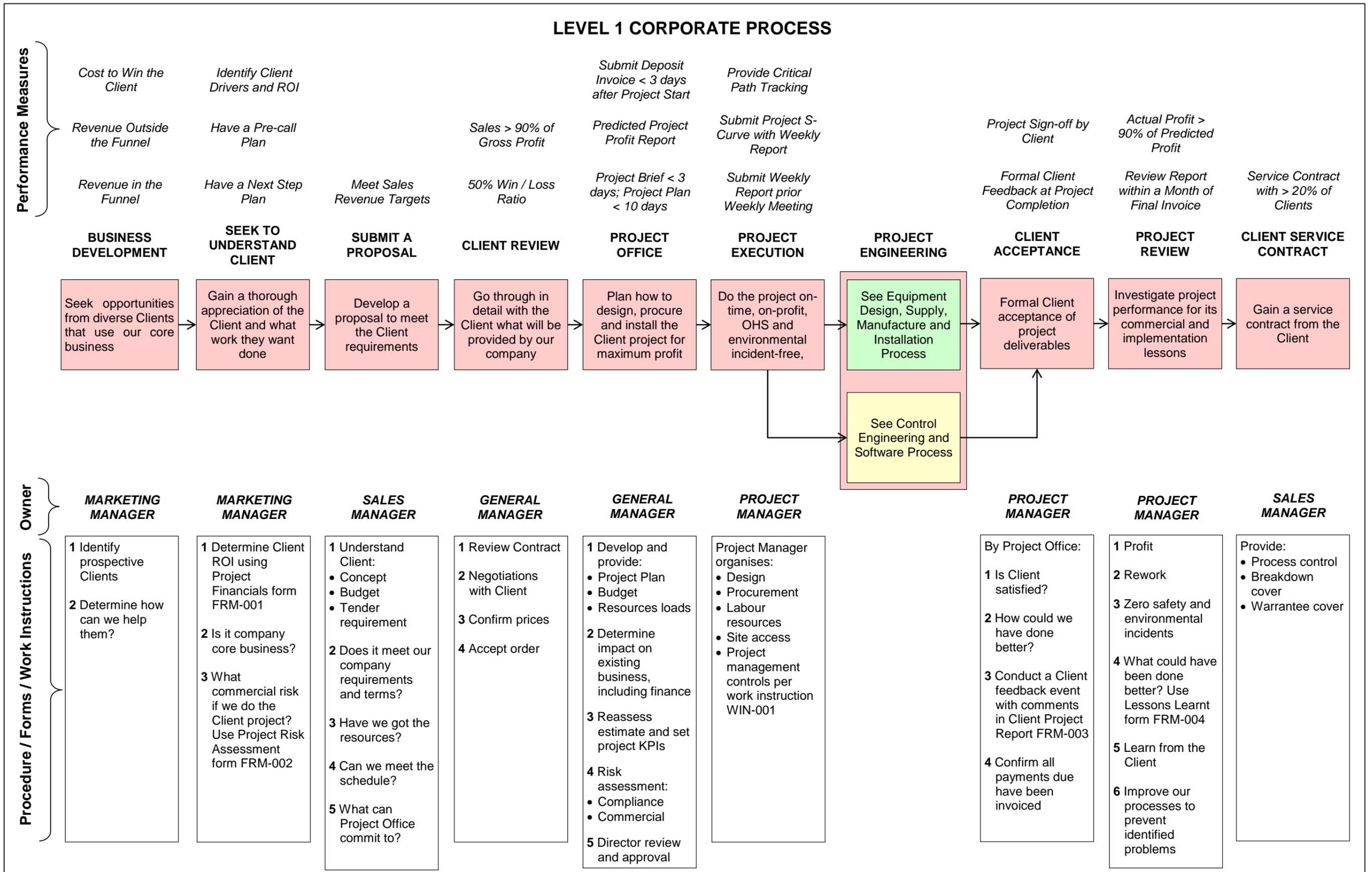
It is vital that you tell users of process, procedure and work instruction flow chart what the acceptable job performance is by putting one, and up to four, measurable performance indicators in every step.

To totally control the process or procedure outcomes add an Accuracy Controlled Enterprise (ACE) Target, Tolerance and Proof Test (3T) for each measure. For example, in the Level 2 Project Engineering Process flow diagram performance measures for **EQUIPMENT DESIGN AND REVIEW** you can totally lock-down the performance you want by setting specific ACE 3T quality assurance parameters. Table 1 shows potential examples of ACE 3T standards.

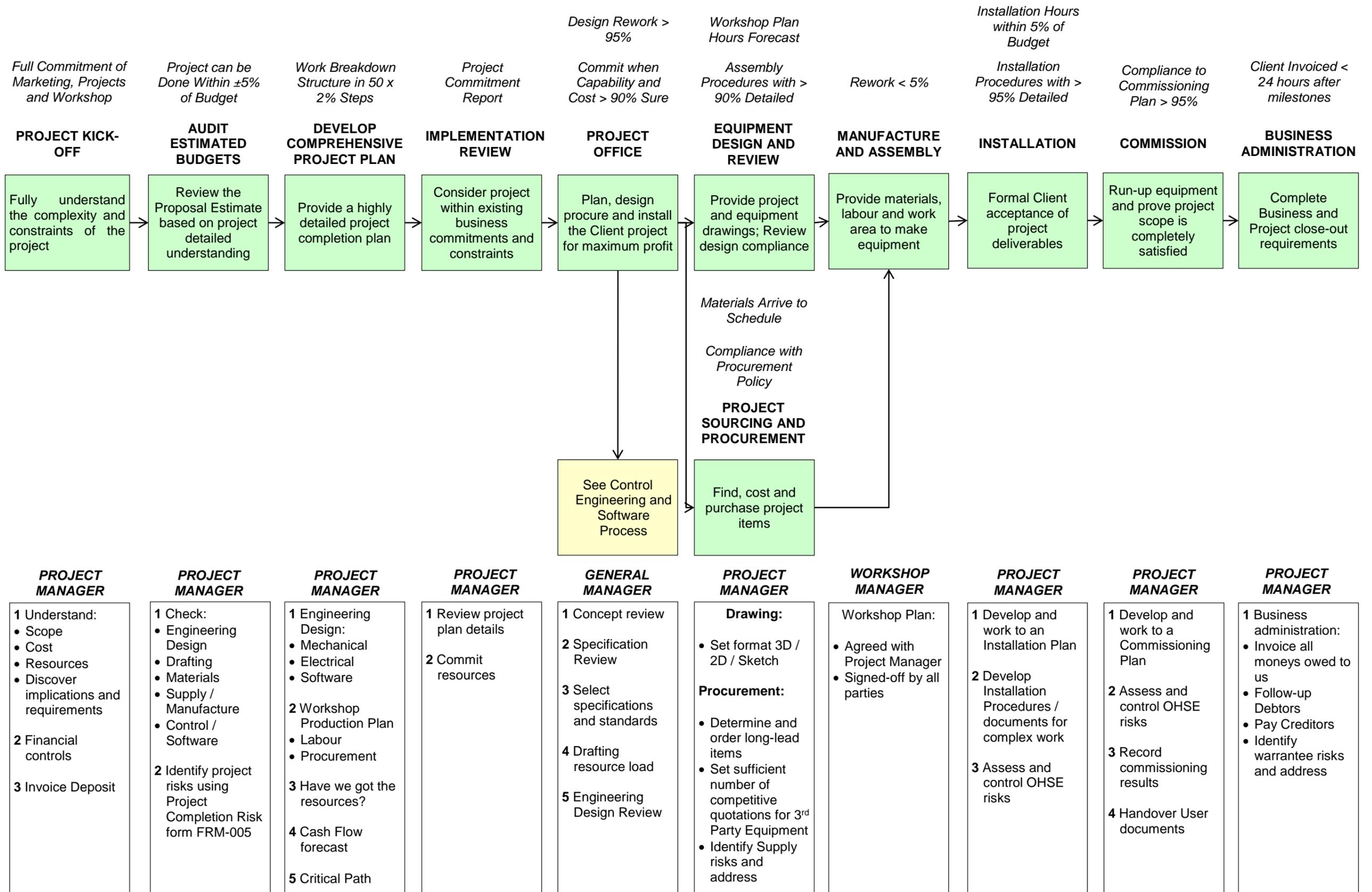
Original Performance Indicator	ACE 3T Performance Quality Indicator		
	Target	Tolerance	Test
<i>(Provide a) Workshop Plan Hours Forecast</i>	Workshop Plan Hours Forecast within \pm 2% accuracy	Workshop Plan Hours Forecast hours within \pm 5% accuracy	Work Breakdown Structure detailed in 2% job steps. Each job task defined to the half hour.
<i>(Provide) Assembly Procedures with > 90% Detailed</i>	Fully detailed, ACE 3T no-chance-of-error Assembly Procedures	Assembly Procedures with > 90% Detailed	Proportion of task steps with 3T quality assurance parameters

Table 1 Setting ACE 3T Work Quality Standards

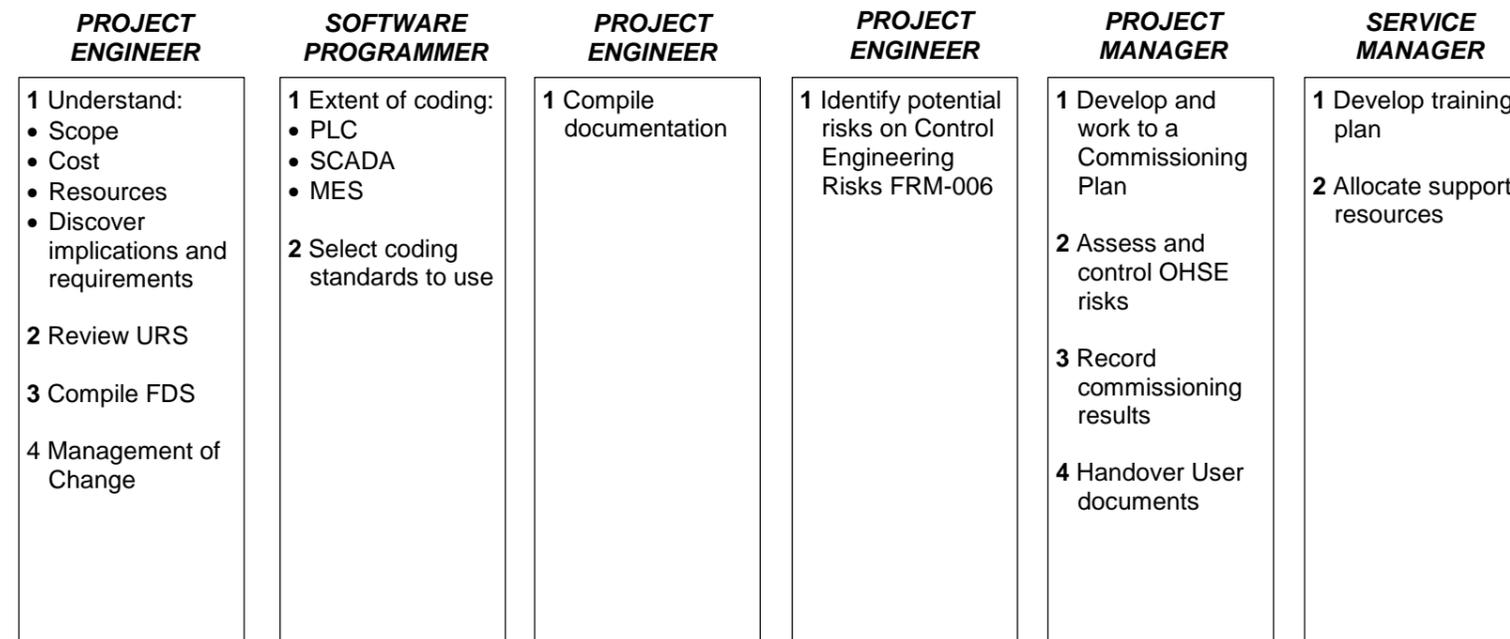
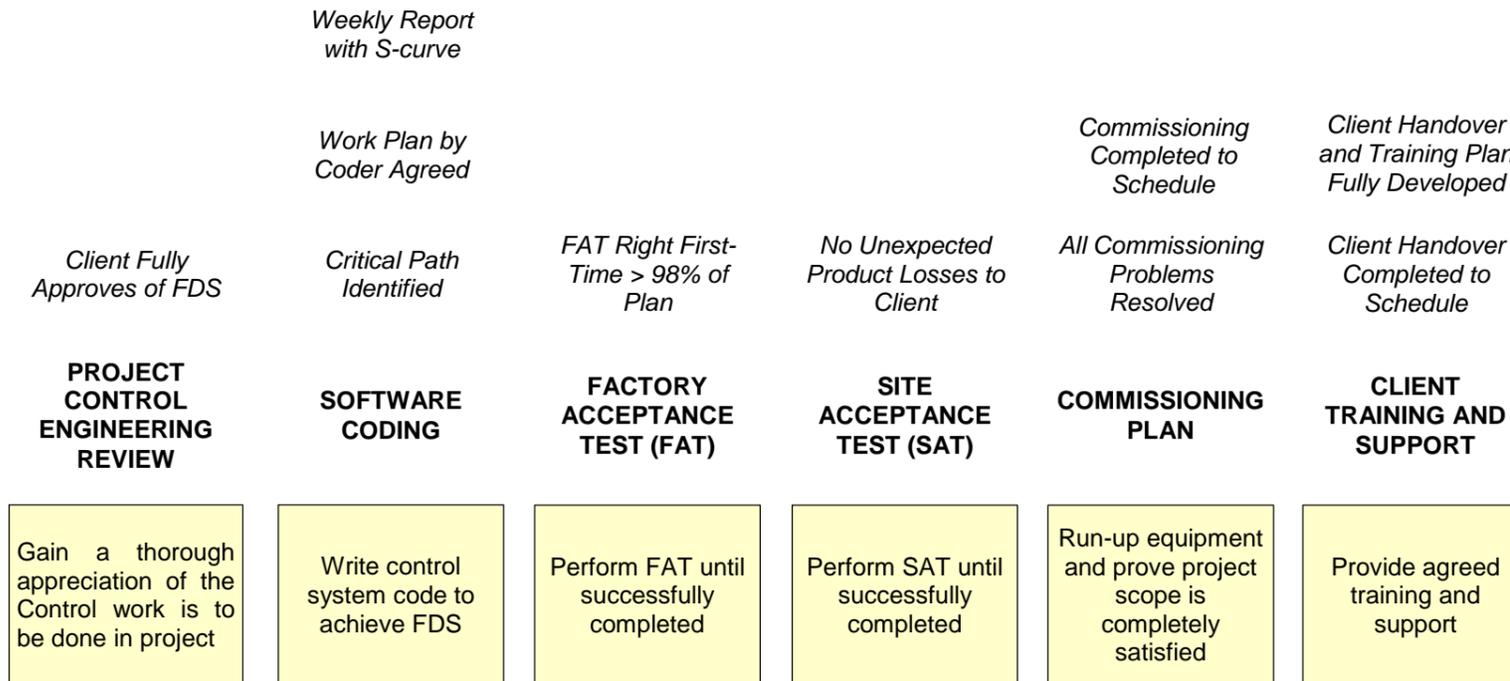
LEVEL 1 CORPORATE PROCESS



LEVEL 2 PROJECT ENGINEERING PROCESS



LEVEL 2 CONTROL ENGINEERING AND SOFTWARE PROCESS



Target is the perfect outcome. Tolerance is the worst outcome acceptable. Test is how you check what is actually happening.

Use the flowchart to communicate to the reader the procedural task quality and the details needed at each step, including what forms to complete and what work instructions to follow when necessary.

The very best to you,

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