



## ***DEVELOPING A PROCESS-BASED MANAGEMENT SYSTEM CONFORMING TO ISO 9001:2000***

### **Three-day Workshop**

#### **Learning objectives**

This workshop intends to make the managers responsible for their management systems competent in three skills:

- System development project management
- Process analysis (the process approach)
- Imparting these two skills to others

A process-based management system mainly defines the key processes already established within the organization. Rigorous process analysis results in a management system with low implementation costs that is documented to the extent necessary for control. Users improve the resulting system to add value and reduce costs while conforming to ISO 9001:2000.

Teams that actively participate in the workshops will be able to:

- Analyze their core process (to identify their key processes and how they interact)
- Work with process owners to analyze key processes (that is, defining who does what to fulfill process objectives in sufficient detail for operation and control)
- Design new key processes.

Alumni will be able to capture the management systems they and their colleagues (the process teams) use for operation and control of their processes. This approach will make the process teams willing and able to use and improve their systems. Documentation will be simplified and any unnecessary (non-value adding) documentation will be set aside for archiving.

After participating in this workshop, the team will be able to apply the process approach to develop an effective management system that also happens to conform to ISO 9001:2000.

#### **Student input to the workshops**

Students bring information (brochure, manual, procedures, notes) that describes their organization's core process (this is how their organization gets work>does work>gets paid) and two key processes (per team of three to five students).



## Preparation for the Workshop

Students are provided with a copy of the American National Standard ISO 9001:2000 and a pre-class self-study course so they can become familiar with the requirements of the process-based system standard before this workshop.

## Lectures

Lecture 1	The Principles of Management Systems
Lecture 2	Changes from 1994 to 2000 revision of ISO 9001
Lecture 3	Process View of a Business
Lecture 4	Analyzing a Process (deployment flowcharting)
Lecture 5	Responsibilities for Processes
Lecture 6	Documenting your System
Lecture 7	Designing a new process
Lecture 8	The whole System Development Project

## Workshops

Workshop 1	Measurable objectives
Workshop 2	Determining your key processes (in the core)
Workshop 3	Analyzing a key process
Workshop 4	Planning the project
Workshop 5	Analyze the second key process

## Important notes

- A. Classroom set out in open (three-sided) square style with OHP and PowerPoint projector and one flip chart (with pad, markers and tacky notes) per team of five students maximum (breakout rooms for two or three teams).
- B. The process analysis tool can be a flip chart and tacky notes but we recommend purchase of Teamflow (review on [www.teamflow.com](http://www.teamflow.com)) as an easy to use process analysis, process management and process improvement software tool.
- C. Study the people>processes>system grid on [www.aworldofquality.com](http://www.aworldofquality.com) for an account of the process approach used around the world since 1986.

*Please contact us with questions at 800 666 9001 or  
[info@aworldofquality.com](mailto:info@aworldofquality.com).*