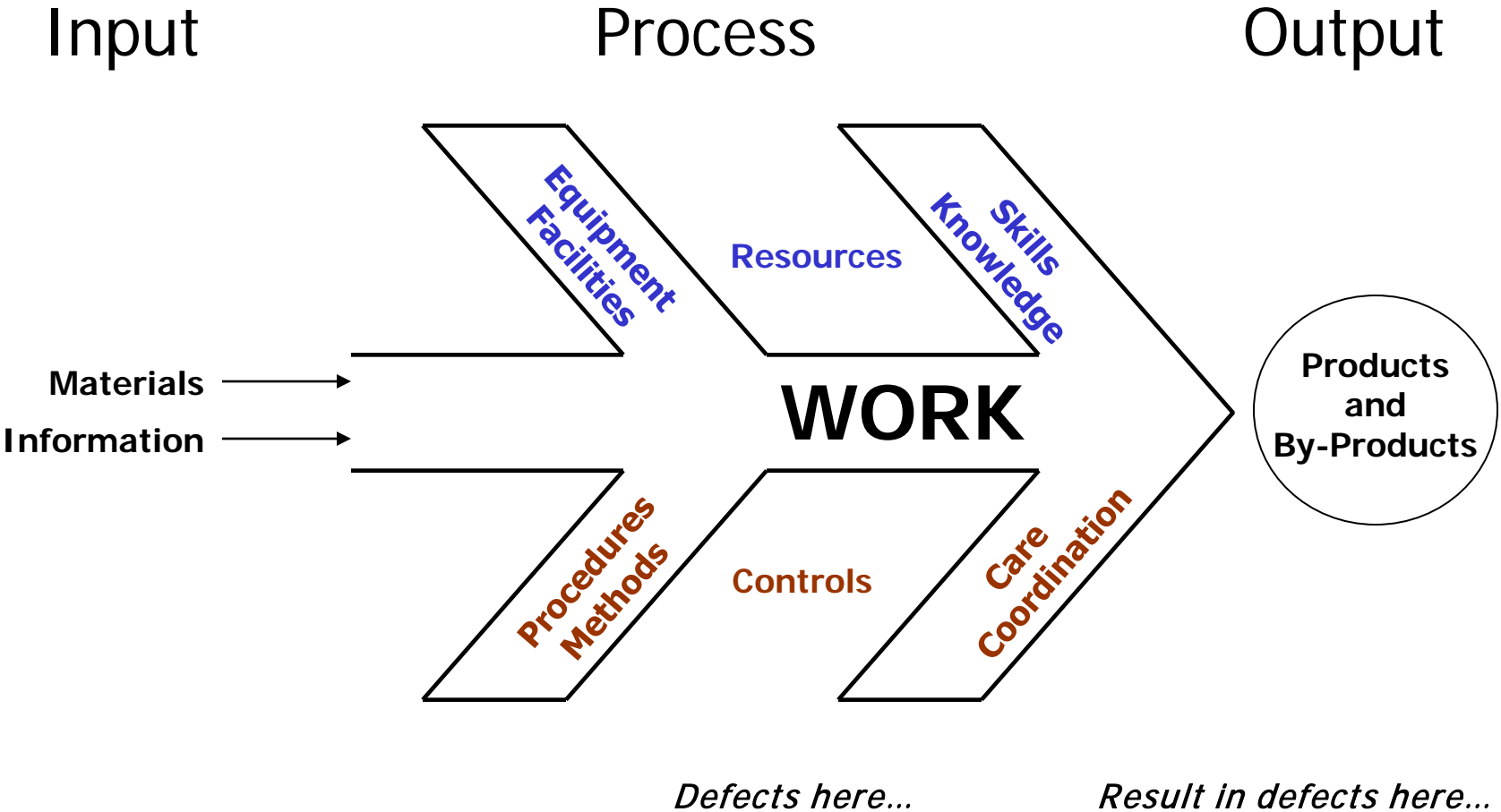


# The Process Model



# Definitions of the “ribs and tail”



**Facilities/Equipment:** Capable and available, includes all facilities and equipment also software and tools

**Skills/Knowledge:** Competent employees are available and can operate their processes and procedures to meet requirements

**Methods/Procedures:** Activities, tasks and processes are effective and documented procedures are accurate

**Care/Coordination:** Leaders and teams constantly care about requirements and help each other to fulfill process objectives

**Materials/Information:** Incoming items are available and conform; incoming information is accurate and received on-time

*Systems that fail to deliver the necessary resources, controls and inputs need improvement*