[Name] Process

Document Information

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| --- | --- |
| **Document Title** | Title of process – Verb-Noun phrasing is almost always the most appropriate! |
| **Document Owner** |  |
| **Version** |  |
| **Status** |  |
| **Date** |  |

# Purpose

Outline the purpose of the Process document, the purpose of the process, and the scope of the process. It may make sense to include an explanation of whether this is an as-is or to-be process. Often it makes sense to include a sentence as follows: This process starts when <description of starting point> and ends when <description of ending point>. In general keep this section short – 2-4 sentences is a good guideline.

# Desired Outcome

Explain the outcome the process is designed to achieve, or why the company invests in completing this process.

# Entry Criteria

Bullet -point the entry criteria for the process. What must be present before this effort can begin successfully? For example, before an offer can be made to a potential employee, the manager must have the appropriate budget allocated. Typically, the owner of the process determines the Entry Criteria.

# Inputs

Bullet-point the tangible inputs for this process – these are deliverables that the person responsible for initiating the process receives in either physical or electronic form. (A deliverable could be an email, a document, an updated database entry, a fax, etc.) For example, an input for the “Make Job Offer Process” might be an approved job description.

# Process Flow Diagram

Include a visual diagram of the workflow indicating the relationship between activities in the process. Most modeling tools allow you to export a .jpg file that can be copied here. If you are using Visio, you can often select all and paste your model here.

# Activity Descriptions

Describe each of the activities of the process in narrative form. If you’ve included a visual work-flow diagram or have created related process documents, be sure to use consistent terminology in describing each step or activity.

1. First activity [Role Verb Noun. Then, optionally, 1-2 sentences with more detail.]
2. Second activity
3. …

# Exceptions

List the exceptions and describe the exception in narrative form.

## Exception [#] – [Name]

* In Step X [describe what happens, be clear on the Role Verb Noun].
* Continue with steps to resolve the exception.
* Continue with the main flow at Step X. (Or Process Ends.)

## Exception [#] – [Name]

# Business Rules

If appropriate, include a list of relevant business rules here and reference the steps from the Activity Description section in which they are enforced. An example of a business rule for our “Make Job Offer” process might be “All job offers without a response after 10 business days are considered declined.” If your organization has a business rules repository, you might instead include a section to reference the appropriate business rules or embed links/references to those rules within the activity descriptions themselves and delete this section.

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| --- | --- | --- |
| Business Rule | Activity Step | |
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# Outputs

Bullet-point the tangible outputs or deliverables for this process. For example, an output of the “Make a Job Offer” process could be a signed acceptance letter.

# Exit Criteria

Bullet-point the exit criteria for the process. What must be present before this effort can end successfully? For example, exit criteria for the “Make a Job Offer” process could be that a firm decision to accept or decline the job offer is received from the candidate. Typically, the entity that receives the output of the process sets the exit criteria. If you are documenting multiple inter-related processes, these exit criteria would become the entry criteria for the next process.

# Roles & Responsibilities

Add roles and bullet point responsibilities for each role. Remember that one person can fulfill more than one role in a process or multiple people can share the same role. For example, in our Make a Job Offer process, it may be that any HR representative can communicate the job offer to the candidate. Make sure the terms used here for roles and responsibilities are consistent with the terms in the Workflow Diagram and the Activity Description sections.

Note: Often, this section is redundant with the Activity Description section and can be removed. It is useful when there is a lack of clarity about roles.

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| --- | --- | --- |
| Role | Responsibility | Who Fulfills |
|  |  |  |
|  |  |  |
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# Metrics

Capture how the effectiveness of the process will be measured. Ideally, the measurements you identify here will confirm the desired outcomes are met. You might choose to use this section to be very specific and detail quantitative measures. For example, measures of customer service are duration of how long customers have to wait on the phone before their call is answered, or duration of how long before their issue is resolved. Or, you could choose to include general measures of success, such as “increased customer satisfaction.”

Note: Often, organizations bypass this step because they do not have the systems in place to measure the effectiveness of their processes.

Revision History

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| V. | Date | Author | Description | Status |
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