

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

1. DEVELOP PROCESS

1.1 STUDY THE CONTEXT OF YOUR PROCESS

1.1.1 CONSIDER PROCESS PARTICIPANTS

1	Identify the parties that have an interest in your process.	DO	DN	NA
2	Identify the internal parties that have an interest in your process.	DO	DN	NA
3	Identify the internal parties that could influence your process.	DO	DN	NA
4	Clarify the needs and expectations of interested internal parties.	DO	DN	NA
5	Clarify the issues and concerns that interested internal parties have.	DO	DN	NA
6	Identify the external parties that have an interest in your process.	DO	DN	NA
7	Identify the external parties that could influence your process.	DO	DN	NA
8	Clarify the needs and expectations of interested external parties.	DO	DN	NA
9	Clarify the issues and concerns that interested external parties have.	DO	DN	NA

1.1.2 CONSIDER PROCESS ENVIRONMENT

10	Consider your internal process environment.	DO	DN	NA
11	Consider the impact it could have on process performance.	DO	DN	NA
12	Consider the impact your organization's culture could have.	DO	DN	NA
13	Consider the impact your organization's expertise could have.	DO	DN	NA
14	Consider the impact your organization's technology could have.	DO	DN	NA
15	Consider the impact your organization's infrastructure could have.	DO	DN	NA
16	Consider your external process environment.	DO	DN	NA
17	Consider the impact it could have on process performance.	DO	DN	NA
18	Consider the impact your legal environment could have.	DO	DN	NA
19	Identify statutory process output requirements.	DO	DN	NA

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20	Identify regulatory process output requirements.	DO	DN	NA
21	Consider the impact your social environment could have.	DO	DN	NA
22	Consider the impact your market environment could have.	DO	DN	NA
23	Identify your customers' process output requirements.	DO	DN	NA
24	Consider the impact your economic environment could have.	DO	DN	NA
25	Consider the impact your competitive environment could have.	DO	DN	NA
26	Consider the impact your technological environment could have.	DO	DN	NA

1.1.3 CONSIDER PROCESS RISKS AND THREATS

27	Consider how your context could weaken process performance.	DO	DN	NA
28	Consider how interested parties could threaten process performance or disrupt operations.	DO	DN	NA
29	Consider how interested parties could weaken your ability to provide outputs that meet customer requirements.	DO	DN	NA
30	Consider how interested parties could weaken your ability to provide outputs that meet legal requirements.	DO	DN	NA
31	Consider how potential problems could threaten process performance or disrupt operations.	DO	DN	NA
32	Consider how internal problems could weaken your ability to achieve process objectives.	DO	DN	NA
33	Consider how your values could weaken your ability to achieve process objectives.	DO	DN	NA
34	Consider how your culture could weaken your ability to achieve process objectives.	DO	DN	NA
35	Consider how your knowledge could weaken your ability to achieve process objectives.	DO	DN	NA
36	Consider how your infrastructure could weaken your ability to achieve process objectives.	DO	DN	NA
37	Consider how your performance could weaken your ability to achieve process objectives.	DO	DN	NA
38	Consider how external problems could weaken your ability to achieve process objectives.	DO	DN	NA

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39	Consider how legal problems could weaken your ability to achieve objectives.	DO	DN	NA
40	Consider how social problems could weaken your ability to achieve objectives.	DO	DN	NA
41	Consider how cultural problems could weaken your ability to achieve objectives.	DO	DN	NA
42	Consider how market problems could weaken your ability to achieve objectives.	DO	DN	NA
43	Consider how economic problems could weaken your ability to achieve objectives.	DO	DN	NA
44	Consider how competitive problems could weaken your ability to achieve objectives.	DO	DN	NA
45	Consider how technological problems could weaken your ability to achieve objectives.	DO	DN	NA
46	Consider how to address the risks that could weaken process performance.	DO	DN	NA
47	Figure out what you need to do to ensure that your process achieves process objectives.	DO	DN	NA
48	Figure out how to prevent or reduce undesired affects that your process could cause.	DO	DN	NA

1.1.4 CONSIDER PROCESS OPPORTUNITIES

49	Consider opportunities to enhance process operations.	DO	DN	NA
50	Consider how your organization's context could reveal opportunities to enhance process operations.	DO	DN	NA
51	Consider how interested parties could represent opportunities to enhance process performance.	DO	DN	NA
52	Consider how interested parties could represent opportunities to enhance your ability to provide outputs that meet customer requirements.	DO	DN	NA
53	Consider how interested parties could represent opportunities to enhance your ability to provide outputs that meet legal requirements.	DO	DN	NA
54	Consider how potential challenges could represent opportunities to enhance process performance.	DO	DN	NA
55	Consider how internal challenges could create opportunities to improve your ability to achieve process objectives.	DO	DN	NA

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56	Consider how your values could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
57	Consider how your culture could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
58	Consider how your knowledge could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
59	Consider how your infrastructure could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
60	Consider how your performance could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
61	Consider how external challenges could create opportunities to improve your ability to achieve process objectives.	DO	DN	NA
62	Consider how your legal environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
63	Consider how your social environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
64	Consider how your cultural environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
65	Consider how your market environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
66	Consider how your economic environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
67	Consider how your competitive environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
68	Consider how your technological environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA
69	Figure out what you could do to exploit process opportunities.	DO	DN	NA
70	Figure out what you could do to improve process performance.	DO	DN	NA

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1. DEVELOP PROCESS

1.2 CLARIFY THE PURPOSE OF YOUR PROCESS

1.2.1 DEFINE PROCESS SCOPE AND BOUNDARIES

71	Clarify the scope and boundaries of your process.	DO	DN	NA
72	Consider how your context could influence your process.	DO	DN	NA
73	Consider how internal issues could influence your process.	DO	DN	NA
74	Consider the impact your organization's values could have.	DO	DN	NA
75	Consider the impact your organization's culture could have.	DO	DN	NA
76	Consider the impact your organization's services could have.	DO	DN	NA
77	Consider the impact your organization's products could have.	DO	DN	NA
78	Consider the impact your organization's knowledge could have.	DO	DN	NA
79	Consider the impact your organization's infrastructure could have.	DO	DN	NA
80	Consider the impact your organization's performance could have.	DO	DN	NA
81	Consider how external issues could influence your process.	DO	DN	NA
82	Consider the impact legal issues and factors could have.	DO	DN	NA
83	Consider the impact social issues and factors could have.	DO	DN	NA
84	Consider the impact cultural issues and factors could have.	DO	DN	NA
85	Consider the impact market issues and factors could have.	DO	DN	NA
86	Consider the impact economic issues and factors could have.	DO	DN	NA
87	Consider the impact competitive issues and factors could have.	DO	DN	NA
88	Consider the impact technological issues and factors could have.	DO	DN	NA
89	Document the scope and boundaries of your process.	DO	DN	NA

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1. DEVELOP PROCESS

90	Retain the documents that describe the scope and boundaries of your process.	DO	DN	NA	
91	Control the documents that describe the scope and boundaries of your process.	DO	DN	NA	
1.2.2 ESTABLISH YOUR PROCESS OBJECTIVES					
92	Establish business objectives for your process.	DO	DN	NA	
93	Establish technical objectives for your process.	DO	DN	NA	
94	Establish safety objectives for your process.	DO	DN	NA	
95	Establish quality objectives for your process.	DO	DN	NA	
96	Establish security objectives for your process.	DO	DN	NA	
97	Establish continuity objectives for your process.	DO	DN	NA	
98	Establish environmental objectives for your process.	DO	DN	NA	
1.3 CONSIDER YOUR PROCESS REQUIREMENTS					
1.3.1 CLARIFY PROCESS OUTPUT REQUIREMENTS					
99	Consider output quality requirements.	DO	DN	NA	
100	Consider output reliability requirements.	DO	DN	NA	
101	Consider output consistency requirements.	DO	DN	NA	
102	Consider output availability requirements.	DO	DN	NA	
103	Consider output suitability requirements.	DO	DN	NA	
104	Consider suitability requirements for parts and materials to be used in outputs.	DO	DN	NA	
105	Consider suitability requirements for software to be embedded in outputs.	DO	DN	NA	
106	Consider suitability requirements for software that you plan to purchase.	DO	DN	NA	
107	Consider suitability requirements for software that you plan to develop.	DO	DN	NA	

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108	Consider output purity requirements.	DO	DN	NA
109	Consider the need to control foreign objects.	DO	DN	NA
110	Consider the need to detect foreign objects.	DO	DN	NA
111	Consider the need to remove foreign objects.	DO	DN	NA
112	Consider the need to prevent foreign objects.	DO	DN	NA
113	Consider output verification requirements.	DO	DN	NA
114	Consider how to verify that output requirements are being met.	DO	DN	NA
115	Consider how verifications will be done at all appropriate stages.	DO	DN	NA
116	Consider output validation requirements.	DO	DN	NA
117	Consider how to confirm that intended use requirements are being met.	DO	DN	NA
118	Consider how validations will be done at all appropriate stages.	DO	DN	NA
119	Consider output control requirements.	DO	DN	NA
120	Consider how nonconforming outputs will be controlled.	DO	DN	NA
121	Consider output safety requirements.	DO	DN	NA
122	Consider personal safety requirements.	DO	DN	NA
123	Consider output security requirements.	DO	DN	NA
124	Consider personnel security requirements.	DO	DN	NA
125	Consider information security requirements.	DO	DN	NA
126	Consider output production requirements.	DO	DN	NA
127	Consider output producibility requirements.	DO	DN	NA
128	Consider output inspectability requirements.	DO	DN	NA

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129	Consider output maintenance requirements.	DO	DN	NA	
130	Consider output maintainability requirements.	DO	DN	NA	
131	Consider output handling requirements.	DO	DN	NA	
132	Consider output packaging requirements.	DO	DN	NA	
133	Consider output preservation requirements.	DO	DN	NA	
134	Consider output obsolescence requirements.	DO	DN	NA	
135	Consider output recycling requirements.	DO	DN	NA	
136	Consider output disposal requirements.	DO	DN	NA	
137	Consider final disposal requirements.	DO	DN	NA	

1.3.2 CLARIFY PROCESS KNOWLEDGE REQUIREMENTS

138	Determine the knowledge that process personnel need to have.	DO	DN	NA	
139	Determine the knowledge that process personnel need in order to support process operations and achieve conformity of outputs.	DO	DN	NA	
140	Consider internal sources of process knowledge.	DO	DN	NA	
141	Consider the need to learn from failures and successes.	DO	DN	NA	
142	Consider the need to gather knowledge about processes.	DO	DN	NA	
143	Consider the need to gather knowledge about process outputs.	DO	DN	NA	
144	Consider the need to capture undocumented knowledge.	DO	DN	NA	
145	Consider the need to capture the knowledge, expertise, and experience that your own people have accumulated.	DO	DN	NA	
146	Consider external sources of process knowledge.	DO	DN	NA	
147	Consider the knowledge that suppliers can provide.	DO	DN	NA	
148	Consider the knowledge that customers can share with you.	DO	DN	NA	

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149	Consider the knowledge that can be gathered at conferences.	DO	DN	NA
150	Consider the knowledge that can be acquired from academia.	DO	DN	NA
1.3.3 CLARIFY PROCESS COMPETENCE REQUIREMENTS				
151	Identify the people under your control who have an impact on the performance and effectiveness of your process.	DO	DN	NA
152	Establish competence requirements for your process.	DO	DN	NA
153	Make sure that process personnel have the appropriate training.	DO	DN	NA
154	Make sure that process personnel have the appropriate education.	DO	DN	NA
155	Make sure that process personnel have the appropriate experience.	DO	DN	NA
156	Make sure that process personnel have the appropriate knowledge.	DO	DN	NA
157	Implement competence requirements for your process.	DO	DN	NA
158	Define the knowledge and skill required to implement this process.	DO	DN	NA
159	Define the knowledge and skill required to operate this process.	DO	DN	NA
160	Define the knowledge and skill required to maintain this process.	DO	DN	NA
161	Define the knowledge and skill required to monitor this process.	DO	DN	NA
162	Define the knowledge and skill required to measure this process.	DO	DN	NA
163	Define the knowledge and skill required to control this process.	DO	DN	NA
164	Define the knowledge and skill required to evaluate this process.	DO	DN	NA
165	Define the knowledge and skill required to audit this process.	DO	DN	NA
166	Define the knowledge and skill required to review this process.	DO	DN	NA
167	Define the knowledge and skill required to modify this process.	DO	DN	NA
168	Etcetera ...	DO	DN	NA

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