

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

2. IMPLEMENT PROCESS

2.1 PROVIDE RESOURCES NEEDED TO IMPLEMENT PROCESS

1	Provide the expertise needed to implement your process.	DO	DN	NA
2	Acquire the knowledge needed to implement your process.	DO	DN	NA
3	Consider internal sources of knowledge about process implementation.	DO	DN	NA
4	Consider external sources of knowledge about process implementation.	DO	DN	NA
5	Consider the implementation knowledge that suppliers can provide.	DO	DN	NA
6	Consider the implementation knowledge that customers can share with you.	DO	DN	NA
7	Consider the implementation knowledge that can be gathered at conferences.	DO	DN	NA
8	Consider the implementation knowledge that can be gained from training courses.	DO	DN	NA
9	Consider the implementation knowledge that can be acquired from published materials.	DO	DN	NA
10	Share the knowledge needed to implement your process.	DO	DN	NA
11	Share implementation knowledge with managers.	DO	DN	NA
12	Teach managers how to implement your process.	DO	DN	NA
13	Share implementation knowledge with personnel.	DO	DN	NA
14	Teach personnel how to implement your process.	DO	DN	NA
15	Provide the technology needed to implement your process.	DO	DN	NA
16	Provide the software needed to implement your process.	DO	DN	NA
17	Provide the hardware needed to implement your process.	DO	DN	NA
18	Provide the tools needed to implement your process.	DO	DN	NA
19	Provide the equipment needed to implement your process.	DO	DN	NA
20	Provide the infrastructure needed to implement your process.	DO	DN	NA

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2. IMPLEMENT PROCESS

2.2 CREATE THE ENVIRONMENT THAT YOUR PROCESS NEEDS

21	Establish the environment that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
22	Create the culture that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
23	Get the technology that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
24	Acquire the knowledge that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
25	Acquire the knowledge that process managers need to achieve conformity of outputs.	DO	DN	NA	
26	Acquire the knowledge that process personnel need to achieve conformity of outputs.	DO	DN	NA	
27	Develop the expertise that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
28	Develop the management expertise that your process will need.	DO	DN	NA	
29	Deliver training and awareness programmes to managers.	DO	DN	NA	
30	Teach process managers how to operate your process.	DO	DN	NA	
31	Teach process managers how to maintain your process.	DO	DN	NA	
32	Teach process managers how to monitor your process.	DO	DN	NA	
33	Teach process managers how to measure your process.	DO	DN	NA	
34	Teach process managers how to control your process.	DO	DN	NA	
35	Develop the process expertise that process personnel will need.	DO	DN	NA	
36	Deliver training and awareness programmes to personnel.	DO	DN	NA	
37	Teach process personnel how to operate your process.	DO	DN	NA	
38	Teach process personnel how to maintain your process.	DO	DN	NA	
39	Teach process personnel how to monitor your process.	DO	DN	NA	
40	Teach process personnel how to measure your process.	DO	DN	NA	
41	Teach process personnel how to control your process.	DO	DN	NA	

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2.3 VERIFY THAT PROCESS CAN PRODUCE REQUIRED OUTPUTS

42	Verify that process can produce outputs that meet requirements.	DO	DN	NA	
43	Verify that process documentation can produce the required results.	DO	DN	NA	
44	Verify that your process resources can produce the required results.	DO	DN	NA	
45	Validate resources that will be used to perform process.	DO	DN	NA	
46	Validate tools before they are used to perform process.	DO	DN	NA	
47	Validate equipment before it is used to perform process.	DO	DN	NA	
48	Validate software before it is used to perform process.	DO	DN	NA	
49	Validate resources that will be used to automate process.	DO	DN	NA	
50	Validate tools before they are used to automate process.	DO	DN	NA	
51	Validate equipment before it is used to automate process.	DO	DN	NA	
52	Validate software before it is used to automate process.	DO	DN	NA	
53	Validate resources that will be used to monitor process.	DO	DN	NA	
54	Validate tools before they are used to monitor process.	DO	DN	NA	
55	Validate equipment before it is used to monitor process.	DO	DN	NA	
56	Validate software before it is used to monitor process.	DO	DN	NA	
57	Validate resources that will be used to measure process.	DO	DN	NA	
58	Validate tools before they are used to measure process.	DO	DN	NA	
59	Validate equipment before it is used to measure process.	DO	DN	NA	
60	Validate software before it is used to measure process.	DO	DN	NA	
61	Validate resources that will be used to control process.	DO	DN	NA	
62	Validate tools before they are used to control process.	DO	DN	NA	

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63	Validate equipment before it is used to control process.	DO	DN	NA
64	Validate software before it is used to control process.	DO	DN	NA
2.4 ESTABLISH PLANS TO ACHIEVE YOUR PROCESS OBJECTIVES				
65	Figure out what must be done to achieve process objectives.	DO	DN	NA
66	Figure out what must be done to achieve business objectives.	DO	DN	NA
67	Figure out what must be done to achieve technical objectives.	DO	DN	NA
68	Figure out what must be done to achieve quality objectives.	DO	DN	NA
69	Figure out what must be done to achieve safety objectives.	DO	DN	NA
70	Figure out what must be done to achieve security objectives.	DO	DN	NA
71	Figure out what must be done to achieve continuity objectives.	DO	DN	NA
72	Figure out what must be done to achieve environmental objectives.	DO	DN	NA
73	Figure out who will be responsible for achieving process objectives.	DO	DN	NA
74	Figure out who will be responsible for achieving business objectives.	DO	DN	NA
75	Figure out who will be responsible for achieving technical objectives.	DO	DN	NA
76	Figure out who will be responsible for achieving quality objectives.	DO	DN	NA
77	Figure out who will be responsible for achieving safety objectives.	DO	DN	NA
78	Figure out who will be responsible for achieving security objectives.	DO	DN	NA
79	Figure out who will be responsible for achieving continuity objectives.	DO	DN	NA
80	Figure out who will be responsible for achieving environmental objectives.	DO	DN	NA
81	Figure out what resources will be needed to achieve process objectives.	DO	DN	NA
82	Figure out what resources will be needed to achieve business objectives.	DO	DN	NA

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83	Figure out what resources will be needed to achieve technical objectives.	DO	DN	NA
84	Figure out what resources will be needed to achieve quality objectives.	DO	DN	NA
85	Figure out what resources will be needed to achieve safety objectives.	DO	DN	NA
86	Figure out what resources will be needed to achieve security objectives.	DO	DN	NA
87	Figure out what resources will be needed to achieve continuity objectives.	DO	DN	NA
88	Figure out what resources will be needed to achieve environmental objectives.	DO	DN	NA

2.5 EXPLAIN PROCESS POLICIES, PROCEDURES, AND OBJECTIVES

89	Ensure that managers understand policies, procedures, and objectives.	DO	DN	NA
90	Make sure that process managers understand your process policies.	DO	DN	NA
91	Make sure that process managers know how to apply process policies.	DO	DN	NA
92	Make sure that process managers understand your process procedures.	DO	DN	NA
93	Make sure that process managers know how to follow process procedures.	DO	DN	NA
94	Make sure that process managers understand their process objectives.	DO	DN	NA
95	Make sure that process managers know how to achieve process objectives.	DO	DN	NA
96	Make sure that managers know who is responsible for achieving objectives.	DO	DN	NA
97	Ensure that personnel understand policies, procedures, and objectives.	DO	DN	NA
98	Make sure that process personnel understand your process policies.	DO	DN	NA
99	Make sure that process personnel know how to apply process policies.	DO	DN	NA
100	Make sure that process personnel understand your process procedures.	DO	DN	NA
101	Make sure that process personnel know how to follow process procedures.	DO	DN	NA
102	Make sure that process personnel understand their process objectives.	DO	DN	NA

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103	Make sure that process personnel know how to achieve process objectives.	DO	DN	NA
104	Make sure that personnel know who is responsible for achieving objectives.	DO	DN	NA
2.6 COMMUNICATE PROCESS MANAGEMENT EXPECTATIONS				
105	Explain why process policies must be applied.	DO	DN	NA
106	Explain why process procedures must be used.	DO	DN	NA
107	Explain why process objectives must be achieved.	DO	DN	NA
108	Explain why process requirements must be met.	DO	DN	NA
109	Explain why output requirements must be met.	DO	DN	NA
110	Explain why process methods must be followed.	DO	DN	NA
111	Explain why the process approach is important.	DO	DN	NA
112	Explain why management programmes are important.	DO	DN	NA
113	Explain why risk management is important.	DO	DN	NA
114	Explain why safety management is important.	DO	DN	NA
115	Explain why safety policies must be implemented.	DO	DN	NA
116	Explain why safety objectives must be achieved.	DO	DN	NA
117	Explain why safety requirements must be met.	DO	DN	NA
118	Explain why quality management is important.	DO	DN	NA
119	Explain why quality policies must be implemented.	DO	DN	NA
120	Explain why quality objectives must be achieved.	DO	DN	NA
121	Explain why quality requirements must be met.	DO	DN	NA
122	Explain why environmental management is important.	DO	DN	NA

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123	Explain why environmental policies must be implemented.	DO	DN	NA
124	Explain why environmental objectives must be achieved.	DO	DN	NA
125	Explain why environmental requirements must be met.	DO	DN	NA
126	Explain why continuity management is important.	DO	DN	NA
127	Explain why business continuity policies must be implemented.	DO	DN	NA
128	Explain why business continuity objectives must be achieved.	DO	DN	NA
129	Explain why business continuity requirements must be met.	DO	DN	NA
130	Explain why security management is important.	DO	DN	NA
131	Explain why personnel security is important.	DO	DN	NA
132	Explain why personnel security policies must be implemented.	DO	DN	NA
133	Explain why personnel security objectives must be achieved.	DO	DN	NA
134	Explain why personnel security requirements must be met.	DO	DN	NA
135	Explain why information security is important.	DO	DN	NA
136	Explain why information security policies must be implemented.	DO	DN	NA
137	Explain why information security objectives must be achieved.	DO	DN	NA
138	Explain why information security requirements must be met.	DO	DN	NA
139	Explain why component security is important.	DO	DN	NA
140	Explain why counterfeit parts management is important.	DO	DN	NA
141	Explain why counterfeit parts policies must be implemented.	DO	DN	NA
142	Explain why counterfeit parts objectives must be achieved.	DO	DN	NA
143	Explain why counterfeit parts requirements must be met.	DO	DN	NA

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2.7 EXPECT ALL PROCESS MANAGERS TO BE ACCOUNTABLE

144	Ask managers to accept responsibility for their process.	DO	DN	NA
145	Ask managers to be accountable for ensuring that process is effective.	DO	DN	NA
146	Ask them to be accountable for ensuring that process produces intended outputs.	DO	DN	NA
147	Ask managers to be accountable for ensuring that process meets requirements.	DO	DN	NA
148	Ask them to be accountable for ensuring that process meets customer requirements.	DO	DN	NA
149	Ask them to be accountable for ensuring that process meets technical requirements.	DO	DN	NA
150	Ask them to be accountable for ensuring that process meets business requirements.	DO	DN	NA
151	Ask them to be accountable for ensuring that process meets security requirements.	DO	DN	NA
152	Ask them to be accountable for ensuring that process meets quality requirements.	DO	DN	NA
153	Ask them to be accountable for ensuring that process meets safety requirements.	DO	DN	NA
154	Ask them to be accountable for ensuring that process meets legal requirements.	DO	DN	NA
155	Ask them to be accountable for ensuring that process meets environmental requirements.	DO	DN	NA
156	Ask managers to be accountable for ensuring that process complies with standards.	DO	DN	NA
157	Ask them to be accountable for ensuring that process complies with audit standards.	DO	DN	NA
158	Ask them to be accountable for ensuring that process complies with safety standards.	DO	DN	NA
159	Ask them to be accountable for ensuring that process complies with quality standards.	DO	DN	NA
160	Ask them to be accountable for ensuring that process complies with service standards.	DO	DN	NA
161	Ask them to be accountable for ensuring that process complies with product standards.	DO	DN	NA
162	Ask them to be accountable for ensuring that process complies with security standards.	DO	DN	NA
163	Etcetera ...	DO	DN	NA

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