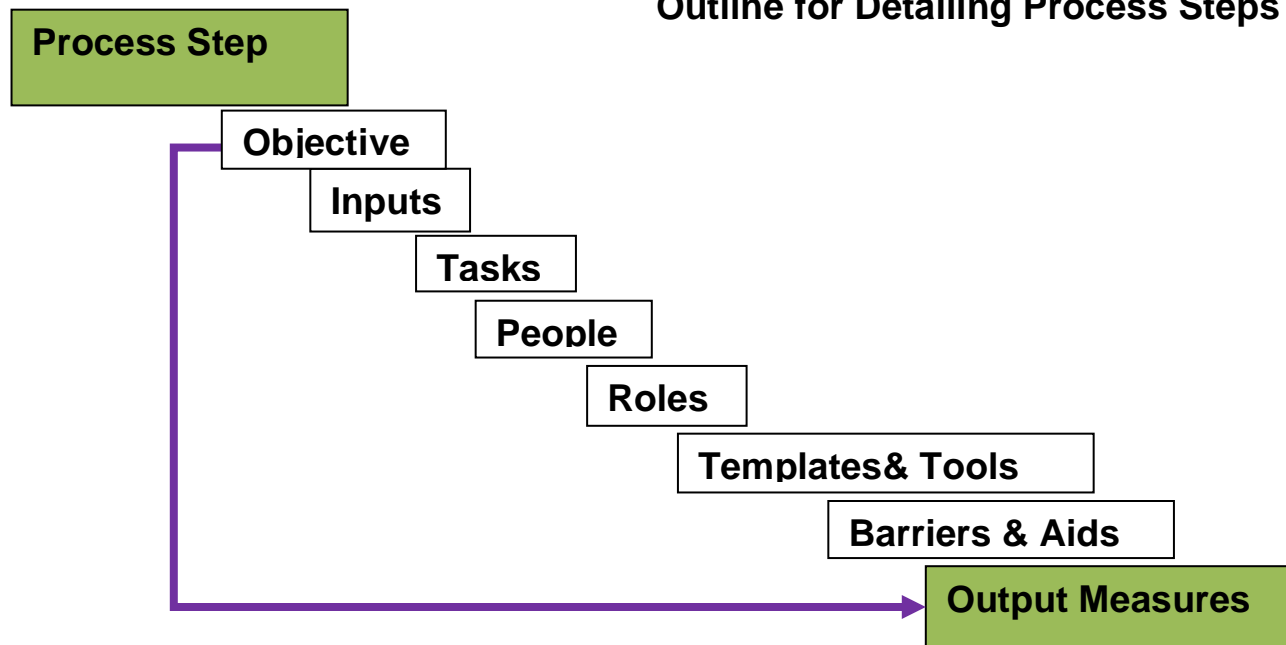


Outline for Detailing Process Steps



Objectives: What are the objectives of this step? The output expectations with regard to the “customer’s” needs?

Inputs: What starts this process step and what are the inputs staff has to work with?

Tasks: What essential tasks need to be done? What’s required for best practice, i.e., uniformity of purpose and action, efficiency?

People: Who are the people (by title or role) necessary to make this step successful?

Roles: Who (by title or role) is responsible, accountable, who should be consulted, and who should be informed?

Templates/Tools: What checklists, forms, procedures, job aids, or FAQ, methods exist or could be created to help staff do what needs to be done without “reinventing the wheel” or introducing unnecessary variation ?

Barriers and Aids: What are the structural and informal aspects of work that help or hinder this work from being done? Once identified, what are the ways of addressing these hindrances and facilitating the creation of “aids”? For example, work structured so only one person knows what to do is a barrier when that person’s absence will delay the work. Another example would be assigning work to a person or group known to say yes to work deadlines yet failing to deliver until well past the deadline.

Output Measures: Isolate essential measures to help the staff get the work done right the first time and to ensure “handoffs” are error free. As quantitatively as possible, measures should be established (quality, quantity, time, cost) so the staff knows explicitly what the output expectations are. These should relate directly to the objectives for the process step.