Example of process approach elements

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| N° | Step | Detail | Activity |
| 1 Prerequisites | | | |
| 1.1 | Corporate vision | What we want to become | Dreaming |
| 1.2 | Purpose (mission) of the company | Purpose | Understand why we exist |
| 1.3 | Strategic direction | All that is long-term | How to reach our purpose |
| 1.4 | Customers | Interested parties (stakeholders) | Analyze and determine the requirements, needs, expectations |
| 1.5 | Context | External and internal issues | Determine issues, take into account the influences and constraints |
| 1.6 | Policy | Intentions and directions | Establish, implement, maintain and communicate. Consider the markets and legal and regulatory requirements |
| 1.7 | Objectives | Results to be achieved | Establish objectives:   * consistent with the policy * measurable * taking into account the legal and regulatory requirements * monitored * communicated * planned |
| 2 Process approach | | | |
| 2.1 | Process map | Aka process house | Performed by a multidisciplinary team |
| 2.2 | Management processes | Also known as piloting, decision | Determine management processes such as:   * develop strategy * develop policy |
| 2.3 | Realization processes | Also known as operational | Determine realization processes such as:   * design and develop * produce |
| 2.4 | Support processes | Also known as upholding | Determine support processes such as:   * control documentation * provide training |
| 2.5 | Process interactions | Suppliers of inputs, customers of outputs | Determine links between upstream and downstream processes |
| 2.6 | Inputs | List | Determine the required elements |
| 2.7 | Outputs | List | Determine the expected elements (intentional and unintentional) |
| 2.8 | Process sequence | Include flow inbound and outbound | Determine the sequence of process activities. Consider the inputs and outputs, process customers, interactions with other processes |
| 2.9 | Process owner | Appoint the process owner | Assign responsibilities and authorities to exercise |
| 2.10 | Necessary resources | Staff, equipment (materials and software) | Ensure availability. Take into account:   * the context * infrastructure * the work environment |
| 2.11 | Risk management | Everything that could prevent achieving results | Take into account risks related to the process |
| 2.12 | Process inspection | Monitor and measure, retain results | Determine the criteria, methods, frequency, with what equipment, by whom, when and at what stage |
| 2.13 | Process activities | Any activity includes a set of tasks (operations) | Determine all activities necessary to transform inputs into outputs |
| 2.14 | Process documentation | Text, graphics or combination of both | Determine how to document the process in seeking the simplest solution |
| 2.15 | Communication | Externally (for processes directly related to the customer) and internal | Determine how and who communicates:   * which topics * when * with whom |
| 2.16 | Awareness | By process owner | Raise awareness of the process actors to information security criteria and indicators |
| 2.17 | Training | By process owner or external trainer | Train process actors to activities |
| 2.18 | Changes | Upstream preparation | Control changes (the owner introduces and follows-up the implementation) |
| 2.19 | Process objectives | The objectives derive from the policy | Fix SMART objectives |
| 2.20 | Process indicators | Indicators are associated with the objectives | Place the right indicator to the right place to make sure of reaching the objective. Follow for example:   * meeting the requirements * customer satisfaction * the costs * the deadline for completion * timely shipping |
| 2.21 | Process analysis | Statistical methods | Use tools such as SPC (statistical process control) |
| 2.22 | Corrective action | Nonconformity (customer return, defect, failure) | Identify the root cause of the problem. Implement corrective action so that nonconformity does not happen again |
| 2.23 | Process review | Regularly | Review the actions of the previous review, the indicators, new constraints, the improvement proposals |
| 2.24 | Improvement | Continually (PDCA cycle) | Find opportunities to improve the process (simplification, reducing time, risk reduction, waste elimination) |
| 3 Process card | | | |
| 3.1 | Title | Produce ABC product | |
| 3.2 | Type | Realization | |
| 3.3 | Purpose | Produce ABC product without defects meeting costs and deadlines | |
| 3.4 | Beneficiary | Shipping department (downstream processes) | |
| 3.5 | Scope | Family products for customer A | |
| 3.6 | Activities | Plan production, adjust the means of production, check the components, manufacture sub-assemblies, assemble, package | |
| 3.7 | Monitoring and measurement | With calibrated and verified equipment monitor critical production points, use methods allowing statistical analysis | |
| 3.8 | Requirements, constraints | Meet legal and regulatory requirements, deadline, costs (defect rate) | |
| 3.9 | Initiator | Expressed need (receipt of the production order, quantity, deadline) | |
| 3.10 | Documented information | Customer A record, product ABC, instructions, work instructions, acceptance criteria | |
| 3.11 | Inputs | Production order, product specifications, customer requirements, available trained personnel, raw materials, production capacity, consumables | |
| 3.12 | Outputs | ABC conforming product, certificate of conformity, cost and deadline met, waste | |
| 3.13 | Owner | Pierre G. | |
| 3.14 | Staff | Actors (participants, day shift) | |
| 3.15 | Material resources | Machines T and R, tooling for ABC product, raw materials, consumables | |
| 3.16 | Interactions | Upstream processes (Plan order, buy raw materials)  Downstream processes (Store, ship, sell, establish accounting documents) | |
| 3.17 | Risks | Identified and evaluated potential differences (failure of critical equipment, products poorly inspected) | |
| 3.18 | Improvement opportunities | Suggestions for improvement (Automate tedious tasks, improve workstation lighting) | |
| 3.19 | Objectives | Increase customer satisfaction, eliminate waste | |
| 3.20 | Indicators | Reduce customer returns by 3%, increase the downtime of machinery by 5% | |