Business Process Design Checklist

Business Process Design Action Plan is made to help the business managers in their efforts for creating the best possible designs for their business processes. With a help of this action plan you can do the following:

- Design process purposeand incorporation
- Design process products
- Design process procedure, methodology and controls
- Design process resources

1. Design process purpose and incorporation:

- ☐ Define why the process should exist and for what functions it should be established.
- ☐ Design underlying assumptions for the process—formulate its purpose and goals.
- ☐ Design how the process is incorporated into the body of organization.
- ☐ Design the process interdependencies—how it interacts with other processes.
- ☐ Formulate how the process contributes into the overall success of the organization.

Design process products:

- ☐ Design clear specifications and descriptions of the process products or other outcomes.
- ☐ Define how these specifications can be translated into terms of practical performance.
- ☐ Associate these performance objectives with specific operational goals for every employee.
- ☐ Document the product specifications with appropriate industrial certifications and patents.
- ☐ Create procedures for testing and validating the process outcomes (approving the products as compliant with requirements to their performance and quality).

2. Design process procedure, methodology and controls:

- ☐ Build a technological chain that will produce a product of desired type and quality.
- ☐ Formulate all particular tasks or operations taking place between the process start and end.
- ☐ Identify all methods and instruments to be used in this technological chain.
- ☐ Design how resources will be delivered into the process (design supply chains).
- ☐ Elaborate business process steps into practice.

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- ☐ Place quality control-feedback loops at the key points of the process.
- ☐ Formulate how the process will be measured in terms of performance and quality.
- ☐ Define managerial tools to leverage performance and adjust the process.
- ☐ Deliberate safety methodologies to maintain appropriate level of safety, and proper responses to emergency situations to prevent process upsets.

3. Design process resources:

- ☐ Define the process's need in resources: build a resource breakdown structure that includes all process steps—associate every step with all operational and consumable resources involved.
- ☐ Determine each operational (active) resource: units of equipment, personal tools, etc—define their desired critical capabilities and qualities.
- ☐ Specify consumable (passive) resources to be involved—their qualities and amounts, along with quality tolerance limits.
- ☐ Identify needs in HR: formulate what kinds of professionals are required to participate in the process, including their critical/desired skills, experience and education.
- ☐ Create procedures to select, test, qualify and certify business process resources, such as raw materials, machinery and manpower.
- ☐ Elaborate vision of a process culture and attitudes that should be practiced among the process staff.

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