Step 1:
Identify, evaluate
and prioritize
processes

Step 2:
Describe
process(es)

Step 3:
Design, develop
and test

Step 4:
Implement
process(es)

Step 5:
Monitoring and
Continuous
Improvement

Step 2: Describe process(es)

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Describe processes – How to

◉ Describe processes in a "Process Definition Document" (PDD)

- – **Process flow description (AS-IS)**
- – **Process facts**
- – **IT systems**
- – **Process exceptions**
- – **Business Area/Department affected**

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Identify, evaluate and prioritize processes

Step 2:
Describe process(es)

Step 3:
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Step 5:
Monitoring and Continuous Improvement

Describe processes – How to

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