

# **Process**

## **Management Framework**

**PRAXIOM**  
**RESEARCH GROUP LIMITED**

# PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

PART	TABLE OF CONTENTS	PAGE
A	Introduction to Framework	3
B	Overview of Framework	6

  

THE FRAMEWORK		
1	Develop Process	11
2	Implement Process	45
3	Operate Process	58
4	Maintain Process	81
5	Measure Process	91
6	Monitor Process	107
7	Control Process	127
8	Evaluate Process	155
9	Modify Process	166

License agreement and contact information

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### A. INTRODUCTION TO FRAMEWORK

#### INTRODUCTION TO PROCESS MANAGEMENT FRAMEWORK

**PROCESS APPROACH**

Almost all ISO management standards now expect organizations to use a process approach. These include the following:

- ISO 9001 Quality Management Standard
- ISO 14001 Environmental Management Standard
- ISO 45001 Occupational Health and Safety Standard
- ISO 27001 Information Security Management Standard
- ISO 13485 Quality Management Standard for Medical Devices
- AS9100 Quality Management Standard for Aerospace and Defense
- IATF 16949 Quality Management Standard for Automotive Sector
- ISO 17025 Standard for Testing and Calibration Laboratories
- ISO 22301 Business Continuity Management Standard
- ISO 50001 Energy Management Standard
- ISO 31000 Risk Management Standard

Even though many ISO standards now expect organizations to use a process approach, ISO has failed to explain how they are supposed to meet this important requirement. That's why we developed our Plain English Process Management Framework. Our Process Management Framework is based on, is derived from, and is entirely consistent and compatible with the above management standards.

If you use a process approach or you want to learn how to use a process approach or you'd like to teach others how to use a process approach, our Plain English Process Management Framework is for you.

#### BRIEF OUTLINE OF PROCESS MANAGEMENT FRAMEWORK

- |                           |  |
|---------------------------|--|
| <b>1. DEVELOP PROCESS</b> | <ul style="list-style-type: none"><li>1.1 Study the context of your process</li><li>1.2 Clarify the purpose of your process</li><li>1.3 Consider your process requirements</li><li>1.4 Plan process design and development</li><li>1.5 Design process support programmes</li><li>1.6 Identify process documents and records</li><li>1.7 Establish process roles and responsibilities</li></ul> |
|---------------------------|--|

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### A. INTRODUCTION TO FRAMEWORK

<b>2. IMPLEMENT PROCESS</b>	2.1 Provide resources needed to implement process 2.2 Create the environment that your process needs 2.3 Verify that process can produce required outputs 2.4 Establish plans to achieve your process objectives 2.5 Explain process policies, procedures, and objectives 2.6 Communicate process management expectations 2.7 Expect all process managers to be accountable 2.8 Establish process management programmes 2.9 Retain implementation documentation
<b>3. OPERATE PROCESS</b>	3.1 Provide resources to facilitate process operations 3.2 Ask process owners to manage process operations 3.3 Expect personnel to carry out process operations
<b>4. MAINTAIN PROCESS</b>	4.1 Provide the resources needed to maintain process 4.2 Use authorized methods to maintain your process
<b>5. MEASURE PROCESS</b>	5.1 Plan how you're going to measure your process 5.2 Qualify the resources needed to measure process 5.3 Provide the resources needed to measure process 5.4 Use authorized methods to measure your process 5.5 Control the resources needed to measure process
<b>6. MONITOR PROCESS</b>	6.1 Plan how you're going to monitor your process 6.2 Qualify the resources needed to monitor process 6.3 Provide the resources needed to monitor process 6.4 Use authorized methods to monitor your process 6.5 Control the resources needed to monitor process
<b>7. CONTROL PROCESS</b>	7.1 Plan how you're going to control process 7.2 Develop ways of controlling your process 7.3 Provide resources needed to control process 7.4 Use authorized methods to control process

# PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

## A. INTRODUCTION TO FRAMEWORK

<b>8. EVALUATE PROCESS</b>	8.1 Plan how you're going to evaluate process 8.2 Provide resources needed to evaluate process 8.3 Use authorized methods to evaluate process 8.4 Record the results of process evaluations
<b>9. MODIFY PROCESS</b>	9.1 Establish your process modification methods 9.2 Identify opportunities to modify your process 9.3 Plan how you're going to modify your process 9.4 Use authorized methods to modify your process 9.5 Review and evaluate process modifications

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### B. OVERVIEW OF FRAMEWORK

<b>1. DEVELOP PROCESS</b>	<p>1.1 Study the context of your process</p> <ul style="list-style-type: none"><li>1.1.1 Consider process participants</li><li>1.1.2 Consider process environment</li><li>1.1.3 Consider process risks and threats</li><li>1.1.4 Consider process opportunities</li></ul> <p>1.2 Clarify the purpose of your process</p> <ul style="list-style-type: none"><li>1.2.1 Define process scope and boundaries</li><li>1.2.2 Establish your process objectives</li></ul> <p>1.3 Consider your process requirements</p> <ul style="list-style-type: none"><li>1.3.1 Clarify process output requirements</li><li>1.3.2 Clarify process knowledge requirements</li><li>1.3.3 Clarify process competence requirements</li><li>1.3.4 Clarify process management requirements</li><li>1.3.5 Clarify process communication requirements</li><li>1.3.6 Clarify process infrastructure requirements</li><li>1.3.7 Clarify process environment requirements</li><li>1.3.8 Clarify process resource requirements</li></ul> <p>1.4 Plan process design and development</p> <ul style="list-style-type: none"><li>1.4.1 Carry out output planning</li><li>1.4.2 Carry out process planning</li><li>1.4.3 Carry out input planning</li></ul> <p>1.5 Design process support programmes</p> <ul style="list-style-type: none"><li>1.5.1 Design risk management programme</li><li>1.5.2 Design safety management programme</li><li>1.5.3 Design quality management programme</li><li>1.5.4 Design security management programme</li><li>1.5.5 Design supplier management programme</li><li>1.5.6 Design environmental management programme</li><li>1.5.7 Design business continuity management programme</li></ul> <p>1.6 Identify process documents and records</p> <ul style="list-style-type: none"><li>1.6.1 Evaluate documentation requirements</li><li>1.6.2 Select process documents and records</li><li>1.6.3 Develop process documents and records</li></ul> <p>1.7 Establish process roles and responsibilities</p> <ul style="list-style-type: none"><li>1.7.1 Assign process responsibilities and authorities</li><li>1.7.2 Document process responsibilities and authorities</li></ul>
---------------------------	--

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### B. OVERVIEW OF FRAMEWORK

<b>2. IMPLEMENT PROCESS</b>	<p>2.1 Provide resources needed to implement process</p> <p>2.2 Create the environment that your process needs</p> <p>2.3 Verify that process can produce required outputs</p> <p>2.4 Establish plans to achieve your process objectives</p> <p>2.5 Explain process policies, procedures, and objectives</p> <p>2.6 Communicate process management expectations</p> <p>2.7 Expect all process managers to be accountable</p> <p>2.8 Establish process management programmes</p> <p>2.9 Retain implementation documentation</p>
<b>3. OPERATE PROCESS</b>	<p>3.1 Provide resources to facilitate process operations</p> <p>3.1.1 Provide the expertise needed to operate your process</p> <p>3.1.2 Provide the technology needed to operate your process</p> <p>3.1.3 Provide the infrastructure needed to operate your process</p> <p>3.2 Ask process owners to manage process operations</p> <p>3.2.1 Expect process managers to address risks and opportunities</p> <p>3.2.2 Expect process managers to implement policies and procedures</p> <p>3.2.3 Expect process managers to specify output requirements and capabilities</p> <p>3.2.4 Expect process managers to communicate with their process customers</p> <p>3.2.5 Expect process managers to evaluate and select their external providers</p> <p>3.2.6 Expect process managers to supervise and control all process activities</p> <p>3.2.7 Expect process managers to measure conformance and performance</p> <p>3.2.8 Expect process managers to meet expectations and requirements</p> <p>3.2.9 Expect process managers to be accountable for their process</p> <p>3.3 Expect personnel to carry out process operations</p> <p>3.3.1 Expect personnel to focus on process customers</p> <p>3.3.2 Expect personnel to handle risks and opportunities</p> <p>3.3.3 Expect personnel to implement policies and procedures</p> <p>3.3.4 Expect personnel to comply with all relevant requirements</p> <p>3.3.5 Expect personnel to take appropriate action when necessary</p> <p>3.3.6 Expect personnel to control process documents and records</p>

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### B. OVERVIEW OF FRAMEWORK

<b>4. MAINTAIN PROCESS</b>	<p>4.1 Provide the resources needed to maintain process</p> <p>4.1.1 Provide the expertise needed to maintain your process</p> <p>4.1.2 Provide the technology needed to maintain your process</p> <p>4.1.3 Provide the infrastructure needed to maintain your process</p> <p>4.2 Use authorized methods to maintain your process</p> <p>4.2.1 Use authorized methods to maintain process documents</p> <p>4.2.2 Use authorized methods to maintain process records</p> <p>4.2.3 Use authorized methods to maintain process property</p> <p>4.2.4 Use authorized methods to maintain process procedures</p> <p>4.2.5 Use authorized methods to maintain process programmes</p> <p>4.2.6 Use authorized methods to maintain process competence</p> <p>4.2.7 Use authorized methods to maintain process technologies</p> <p>4.2.8 Use authorized methods to maintain process infrastructure</p> <p>4.2.9 Use authorized methods to maintain process communications</p>
<b>5. MEASURE PROCESS</b>	<p>5.1 Plan how you're going to measure your process</p> <p>5.1.1 Figure out what needs to be measured</p> <p>5.1.2 Figure out how measurements will be done</p> <p>5.1.3 Figure out who will perform measurement tasks</p> <p>5.2 Qualify the resources needed to measure process</p> <p>5.3 Provide the resources needed to measure process</p> <p>5.3.1 Provide the expertise needed to measure your process</p> <p>5.3.2 Provide the technology needed to measure your process</p> <p>5.3.3 Provide the infrastructure needed to measure your process</p> <p>5.4 Use authorized methods to measure your process</p> <p>5.4.1 Use authorized methods to measure process elements</p> <p>5.4.2 Use authorized methods to measure process performance</p> <p>5.5 Control the resources needed to measure process</p> <p>5.5.1 Control the documents needed to measure your process</p> <p>5.5.2 Control the technology needed to measure your process</p> <p>5.5.3 Control the records needed to measure your process</p>

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### B. OVERVIEW OF FRAMEWORK

<b>6. MONITOR PROCESS</b>	<p>6.1 Plan how you're going to monitor your process</p> <ul style="list-style-type: none"><li>6.1.1 Figure out what needs to be monitored</li><li>6.1.2 Figure out how monitoring will be done</li><li>6.1.3 Figure out who will perform monitoring tasks</li></ul> <p>6.2 Qualify the resources needed to monitor process</p> <p>6.3 Provide the resources needed to monitor process</p> <ul style="list-style-type: none"><li>6.3.1 Provide the expertise needed to monitor your process</li><li>6.3.2 Provide the technology needed to monitor your process</li><li>6.3.3 Provide the infrastructure needed to monitor your process</li></ul> <p>6.4 Use authorized methods to monitor your process</p> <ul style="list-style-type: none"><li>6.4.1 Use authorized methods to monitor process activities</li><li>6.4.2 Use authorized methods to monitor process outputs</li><li>6.4.3 Use authorized methods to monitor process inputs</li><li>6.4.4 Use authorized methods to monitor process documents</li><li>6.4.5 Use authorized methods to monitor process records</li><li>6.4.6 Use authorized methods to monitor process property</li><li>6.4.7 Use authorized methods to monitor process participants</li><li>6.4.8 Use authorized methods to monitor process technologies</li><li>6.4.9 Use authorized methods to monitor process environment</li><li>6.4.10 Use authorized methods to monitor process infrastructure</li></ul> <p>6.5 Control the resources needed to monitor process</p>
<b>7. CONTROL PROCESS</b>	<p>7.1 Plan how you're going to control process</p> <ul style="list-style-type: none"><li>7.1.1 Consider how to control your process outputs</li><li>7.1.2 Consider how to control your process inputs</li><li>7.1.3 Consider how to control your process activities</li><li>7.1.4 Consider how to control your process providers</li></ul> <p>7.2 Develop ways of controlling your process</p> <ul style="list-style-type: none"><li>7.2.1 Develop ways of controlling process elements</li><li>7.2.2 Develop ways of controlling process providers</li></ul> <p>7.3 Provide resources needed to control process</p> <p>7.4 Use authorized methods to control process</p> <ul style="list-style-type: none"><li>7.4.1 Use authorized methods to control process inputs</li><li>7.4.2 Use authorized methods to control process outputs</li><li>7.4.3 Use authorized methods to control process activities</li><li>7.4.4 Use authorized methods to control process technology</li><li>7.4.5 Use authorized methods to control process programmes</li><li>7.4.6 Use authorized methods to control process performance</li><li>7.4.7 Use authorized methods to control process documentation</li></ul>

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### B. OVERVIEW OF FRAMEWORK

8. EVALUATE PROCESS	<ul style="list-style-type: none"><li>8.1 Plan how you're going to evaluate process<ul style="list-style-type: none"><li>8.1.1 Plan how you're going to audit your process</li><li>8.1.2 Plan how you're going to analyze your process</li><li>8.1.3 Plan how you're going to review your process</li></ul></li><li>8.2 Provide resources needed to evaluate process<ul style="list-style-type: none"><li>8.2.1 Provide the people that you need to evaluate your process</li><li>8.2.2 Provide the knowledge that you need to evaluate your process</li><li>8.2.3 Provide the technology that you need to evaluate your process</li><li>8.2.4 Provide the infrastructure that you need to evaluate your process</li></ul></li><li>8.3 Use authorized methods to evaluate process<ul style="list-style-type: none"><li>8.3.1 Use authorized methods to audit your process</li><li>8.3.2 Use authorized methods to analyze your process</li><li>8.3.3 Use authorized methods to review your process</li></ul></li><li>8.4 Record the results of process evaluations</li></ul>
9. MODIFY PROCESS	<ul style="list-style-type: none"><li>9.1 Establish your process modification methods<ul style="list-style-type: none"><li>9.1.1 Establish methods for correcting process and outputs</li><li>9.1.2 Establish methods for improving process and outputs</li></ul></li><li>9.2 Identify opportunities to modify your process<ul style="list-style-type: none"><li>9.2.1 Discover opportunities to modify process and outputs</li><li>9.2.2 Define opportunities to modify your process and outputs</li><li>9.2.3 Confirm that process and output modifications are needed</li><li>9.2.4 Approve opportunities to modify your process and outputs</li></ul></li><li>9.3 Plan how you're going to modify your process<ul style="list-style-type: none"><li>9.3.1 Plan how you're going to correct process and its outputs</li><li>9.3.2 Plan how you're going to improve process and its outputs</li></ul></li><li>9.4 Use authorized methods to modify your process<ul style="list-style-type: none"><li>9.4.1 Use authorized methods to correct process and outputs</li><li>9.4.2 Use authorized methods to improve process and outputs</li></ul></li><li>9.5 Review and evaluate process modifications<ul style="list-style-type: none"><li>9.5.1 Review and evaluate process and output corrections</li><li>9.5.2 Review and evaluate process and output improvements</li></ul></li></ul>

# PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

## 1. DEVELOP PROCESS

### 1.1 STUDY THE CONTEXT OF YOUR PROCESS

#### 1.1.1 CONSIDER PROCESS PARTICIPANTS

1	Identify the parties that have an interest in your process.	DO	DN	NA	
2	Identify the internal parties that have an interest in your process.	DO	DN	NA	
3	Identify the internal parties that could influence your process.	DO	DN	NA	
4	Clarify the needs and expectations of interested internal parties.	DO	DN	NA	
5	Clarify the issues and concerns that interested internal parties have.	DO	DN	NA	
6	Identify the external parties that have an interest in your process.	DO	DN	NA	
7	Identify the external parties that could influence your process.	DO	DN	NA	
8	Clarify the needs and expectations of interested external parties.	DO	DN	NA	
9	Clarify the issues and concerns that interested external parties have.	DO	DN	NA	

#### 1.1.2 CONSIDER PROCESS ENVIRONMENT

10	Consider your internal process environment.	DO	DN	NA	
11	Consider the impact it could have on process performance.	DO	DN	NA	
12	Consider the impact your organization's culture could have.	DO	DN	NA	
13	Consider the impact your organization's expertise could have.	DO	DN	NA	
14	Consider the impact your organization's technology could have.	DO	DN	NA	
15	Consider the impact your organization's infrastructure could have.	DO	DN	NA	
16	Consider your external process environment.	DO	DN	NA	
17	Consider the impact it could have on process performance.	DO	DN	NA	
18	Consider the impact your legal environment could have.	DO	DN	NA	
19	Identify statutory process output requirements.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 11

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

20	Identify regulatory process output requirements.	DO	DN	NA	
21	Consider the impact your social environment could have.	DO	DN	NA	
22	Consider the impact your market environment could have.	DO	DN	NA	
23	Identify your customers' process output requirements.	DO	DN	NA	
24	Consider the impact your economic environment could have.	DO	DN	NA	
25	Consider the impact your competitive environment could have.	DO	DN	NA	
26	Consider the impact your technological environment could have.	DO	DN	NA	

#### 1.1.3 CONSIDER PROCESS RISKS AND THREATS

27	Consider how your context could weaken process performance.	DO	DN	NA	
28	Consider how interested parties could threaten process performance or disrupt operations.	DO	DN	NA	
29	Consider how interested parties could weaken your ability to provide outputs that meet customer requirements.	DO	DN	NA	
30	Consider how interested parties could weaken your ability to provide outputs that meet legal requirements.	DO	DN	NA	
31	Consider how potential problems could threaten process performance or disrupt operations.	DO	DN	NA	
32	Consider how internal problems could weaken your ability to achieve process objectives.	DO	DN	NA	
33	Consider how your values could weaken your ability to achieve process objectives.	DO	DN	NA	
34	Consider how your culture could weaken your ability to achieve process objectives.	DO	DN	NA	
35	Consider how your knowledge could weaken your ability to achieve process objectives.	DO	DN	NA	
36	Consider how your infrastructure could weaken your ability to achieve process objectives.	DO	DN	NA	
37	Consider how your performance could weaken your ability to achieve process objectives.	DO	DN	NA	
38	Consider how external problems could weaken your ability to achieve process objectives.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 12

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

39	Consider how legal problems could weaken your ability to achieve objectives.	DO	DN	NA	
40	Consider how social problems could weaken your ability to achieve objectives.	DO	DN	NA	
41	Consider how cultural problems could weaken your ability to achieve objectives.	DO	DN	NA	
42	Consider how market problems could weaken your ability to achieve objectives.	DO	DN	NA	
43	Consider how economic problems could weaken your ability to achieve objectives.	DO	DN	NA	
44	Consider how competitive problems could weaken your ability to achieve objectives.	DO	DN	NA	
45	Consider how technological problems could weaken your ability to achieve objectives.	DO	DN	NA	
46	Consider how to address the risks that could weaken process performance.	DO	DN	NA	
47	Figure out what you need to do to ensure that your process achieves process objectives.	DO	DN	NA	
48	Figure out how to prevent or reduce undesired affects that your process could cause.	DO	DN	NA	

#### 1.1.4 CONSIDER PROCESS OPPORTUNITIES

49	Consider opportunities to enhance process operations.	DO	DN	NA	
50	Consider how your organization's context could reveal opportunities to enhance process operations.	DO	DN	NA	
51	Consider how interested parties could represent opportunities to enhance process performance.	DO	DN	NA	
52	Consider how interested parties could represent opportunities to enhance your ability to provide outputs that meet customer requirements.	DO	DN	NA	
53	Consider how interested parties could represent opportunities to enhance your ability to provide outputs that meet legal requirements.	DO	DN	NA	
54	Consider how potential challenges could represent opportunities to enhance process performance.	DO	DN	NA	
55	Consider how internal challenges could create opportunities to improve your ability to achieve process objectives.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 13

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

56	Consider how your values could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
57	Consider how your culture could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
58	Consider how your knowledge could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
59	Consider how your infrastructure could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
60	Consider how your performance could generate opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
61	Consider how external challenges could create opportunities to improve your ability to achieve process objectives.	DO	DN	NA	
62	Consider how your legal environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
63	Consider how your social environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
64	Consider how your cultural environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
65	Consider how your market environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
66	Consider how your economic environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
67	Consider how your competitive environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
68	Consider how your technological environment could create opportunities to enhance your ability to achieve process objectives.	DO	DN	NA	
69	Figure out what you could do to exploit process opportunities.	DO	DN	NA	
70	Figure out what you could do to improve process performance.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 14

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

#### 1.2 CLARIFY THE PURPOSE OF YOUR PROCESS

##### 1.2.1 DEFINE PROCESS SCOPE AND BOUNDARIES

71	Clarify the scope and boundaries of your process.	DO	DN	NA	
72	Consider how your context could influence your process.	DO	DN	NA	
73	Consider how internal issues could influence your process.	DO	DN	NA	
74	Consider the impact your organization's values could have.	DO	DN	NA	
75	Consider the impact your organization's culture could have.	DO	DN	NA	
76	Consider the impact your organization's services could have.	DO	DN	NA	
77	Consider the impact your organization's products could have.	DO	DN	NA	
78	Consider the impact your organization's knowledge could have.	DO	DN	NA	
79	Consider the impact your organization's infrastructure could have.	DO	DN	NA	
80	Consider the impact your organization's performance could have.	DO	DN	NA	
81	Consider how external issues could influence your process.	DO	DN	NA	
82	Consider the impact legal issues and factors could have.	DO	DN	NA	
83	Consider the impact social issues and factors could have.	DO	DN	NA	
84	Consider the impact cultural issues and factors could have.	DO	DN	NA	
85	Consider the impact market issues and factors could have.	DO	DN	NA	
86	Consider the impact economic issues and factors could have.	DO	DN	NA	
87	Consider the impact competitive issues and factors could have.	DO	DN	NA	
88	Consider the impact technological issues and factors could have.	DO	DN	NA	
89	Document the scope and boundaries of your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 15

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

90	Retain the documents that describe the scope and boundaries of your process.	DO	DN	NA	
91	Control the documents that describe the scope and boundaries of your process.	DO	DN	NA	

#### 1.2.2 ESTABLISH YOUR PROCESS OBJECTIVES

92	Establish business objectives for your process.	DO	DN	NA	
93	Establish technical objectives for your process.	DO	DN	NA	
94	Establish safety objectives for your process.	DO	DN	NA	
95	Establish quality objectives for your process.	DO	DN	NA	
96	Establish security objectives for your process.	DO	DN	NA	
97	Establish continuity objectives for your process.	DO	DN	NA	
98	Establish environmental objectives for your process.	DO	DN	NA	

#### 1.3 CONSIDER YOUR PROCESS REQUIREMENTS

##### 1.3.1 CLARIFY PROCESS OUTPUT REQUIREMENTS

99	Consider output quality requirements.	DO	DN	NA	
100	Consider output reliability requirements.	DO	DN	NA	
101	Consider output consistency requirements.	DO	DN	NA	
102	Consider output availability requirements.	DO	DN	NA	
103	Consider output suitability requirements.	DO	DN	NA	
104	Consider suitability requirements for parts and materials to be used in outputs.	DO	DN	NA	
105	Consider suitability requirements for software to be embedded in outputs.	DO	DN	NA	
106	Consider suitability requirements for software that you plan to purchase.	DO	DN	NA	
107	Consider suitability requirements for software that you plan to develop.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 16

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

108	Consider output purity requirements.	DO	DN	NA	
109	Consider the need to control foreign objects.	DO	DN	NA	
110	Consider the need to detect foreign objects.	DO	DN	NA	
111	Consider the need to remove foreign objects.	DO	DN	NA	
112	Consider the need to prevent foreign objects.	DO	DN	NA	
113	Consider output verification requirements.	DO	DN	NA	
114	Consider how to verify that output requirements are being met.	DO	DN	NA	
115	Consider how verifications will be done at all appropriate stages.	DO	DN	NA	
116	Consider output validation requirements.	DO	DN	NA	
117	Consider how to confirm that intended use requirements are being met.	DO	DN	NA	
118	Consider how validations will be done at all appropriate stages.	DO	DN	NA	
119	Consider output control requirements.	DO	DN	NA	
120	Consider how nonconforming outputs will be controlled.	DO	DN	NA	
121	Consider output safety requirements.	DO	DN	NA	
122	Consider personal safety requirements.	DO	DN	NA	
123	Consider output security requirements.	DO	DN	NA	
124	Consider personnel security requirements.	DO	DN	NA	
125	Consider information security requirements.	DO	DN	NA	
126	Consider output production requirements.	DO	DN	NA	
127	Consider output producibility requirements.	DO	DN	NA	
128	Consider output inspectability requirements.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 17

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

129	Consider output maintenance requirements.	DO	DN	NA	
130	Consider output maintainability requirements.	DO	DN	NA	
131	Consider output handling requirements.	DO	DN	NA	
132	Consider output packaging requirements.	DO	DN	NA	
133	Consider output preservation requirements.	DO	DN	NA	
134	Consider output obsolescence requirements.	DO	DN	NA	
135	Consider output recycling requirements.	DO	DN	NA	
136	Consider output disposal requirements.	DO	DN	NA	
137	Consider final disposal requirements.	DO	DN	NA	

#### 1.3.2 CLARIFY PROCESS KNOWLEDGE REQUIREMENTS

138	Determine the knowledge that process personnel need to have.	DO	DN	NA	
139	Determine the knowledge that process personnel need in order to support process operations and achieve conformity of outputs.	DO	DN	NA	
140	Consider internal sources of process knowledge.	DO	DN	NA	
141	Consider the need to learn from failures and successes.	DO	DN	NA	
142	Consider the need to gather knowledge about processes.	DO	DN	NA	
143	Consider the need to gather knowledge about process outputs.	DO	DN	NA	
144	Consider the need to capture undocumented knowledge.	DO	DN	NA	
145	Consider the need to capture the knowledge, expertise, and experience that your own people have accumulated.	DO	DN	NA	
146	Consider external sources of process knowledge.	DO	DN	NA	
147	Consider the knowledge that suppliers can provide.	DO	DN	NA	
148	Consider the knowledge that customers can share with you.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 18

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

149	Consider the knowledge that can be gathered at conferences.	DO	DN	NA	
150	Consider the knowledge that can be acquired from academia.	DO	DN	NA	

#### 1.3.3 CLARIFY PROCESS COMPETENCE REQUIREMENTS

151	Identify the people under your control who have an impact on the performance and effectiveness of your process.	DO	DN	NA	
152	Establish competence requirements for your process.	DO	DN	NA	
153	Make sure that process personnel have the appropriate training.	DO	DN	NA	
154	Make sure that process personnel have the appropriate education.	DO	DN	NA	
155	Make sure that process personnel have the appropriate experience.	DO	DN	NA	
156	Make sure that process personnel have the appropriate knowledge.	DO	DN	NA	
157	Implement competence requirements for your process.	DO	DN	NA	
158	Define the knowledge and skill required to implement this process.	DO	DN	NA	
159	Define the knowledge and skill required to operate this process.	DO	DN	NA	
160	Define the knowledge and skill required to maintain this process.	DO	DN	NA	
161	Define the knowledge and skill required to monitor this process.	DO	DN	NA	
162	Define the knowledge and skill required to measure this process.	DO	DN	NA	
163	Define the knowledge and skill required to control this process.	DO	DN	NA	
164	Define the knowledge and skill required to evaluate this process.	DO	DN	NA	
165	Define the knowledge and skill required to audit this process.	DO	DN	NA	
166	Define the knowledge and skill required to review this process.	DO	DN	NA	
167	Define the knowledge and skill required to modify this process.	DO	DN	NA	
168	Define the knowledge and skill required to correct this process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 19

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

169	Define the knowledge and skill required to improve this process.	DO	DN	NA	
-----	--	----	----	----	--

#### 1.3.4 CLARIFY PROCESS MANAGEMENT REQUIREMENTS

170	Specify risk management requirements for your process.	DO	DN	NA	
171	Specify legal management requirements for your process.	DO	DN	NA	
172	Specify legal management requirements for process outputs.	DO	DN	NA	
173	Specify statutory management requirements for process outputs.	DO	DN	NA	
174	Specify regulatory management requirements for process outputs.	DO	DN	NA	
175	Specify business management requirements for your process.	DO	DN	NA	
176	Specify technical management requirements for your process.	DO	DN	NA	
177	Specify quality management requirements for your process.	DO	DN	NA	
178	Derive quality requirements from your quality policy.	DO	DN	NA	
179	Derive quality requirements from customer expectations.	DO	DN	NA	
180	Specify safety management requirements for your process.	DO	DN	NA	
181	Specify safety management requirements for process personnel.	DO	DN	NA	
182	Specify security management requirements for your process.	DO	DN	NA	
183	Specify personnel security management requirements.	DO	DN	NA	
184	Specify information security management requirements.	DO	DN	NA	
185	Specify component security management requirements.	DO	DN	NA	
186	Specify counterfeit parts management requirements.	DO	DN	NA	
187	Specify supplier management requirements for your process.	DO	DN	NA	
188	Specify configuration management requirements for your process.	DO	DN	NA	

ORGANIZATION:	YOUR LOCATION:
COMPLETED BY:	DATE COMPLETED:
REVIEWED BY:	DATE REVIEWED:
JULY 2021	PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK
PART 1	COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.
	EDITION 3.0
	PAGE 20

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

189	Specify environmental management requirements for your process.	DO	DN	NA	
190	Specify business continuity management requirements for your process.	DO	DN	NA	

#### 1.3.5 CLARIFY PROCESS COMMUNICATION REQUIREMENTS

191	Figure out how internal process communications will be handled.	DO	DN	NA	
192	Figure out what internal process communications need to say.	DO	DN	NA	
193	Figure out when internal process communications should be done.	DO	DN	NA	
194	Figure out who should carry out internal process communications.	DO	DN	NA	
195	Figure out who should receive internal process communications.	DO	DN	NA	
196	Figure out how external process communications will be handled.	DO	DN	NA	
197	Figure out what external process communications need to say.	DO	DN	NA	
198	Figure out when external process communications should be done.	DO	DN	NA	
199	Figure out who should carry out external process communications.	DO	DN	NA	

#### 1.3.6 CLARIFY PROCESS INFRASTRUCTURE REQUIREMENTS

200	Identify the infrastructure that your process needs in order to support operations and achieve conformity of outputs.	DO	DN	NA	
201	Consider the buildings that your process needs.	DO	DN	NA	
202	Consider the utilities that your process needs.	DO	DN	NA	
203	Consider the equipment that your process needs.	DO	DN	NA	
204	Consider the hardware that your process needs.	DO	DN	NA	
205	Consider the software that your process needs.	DO	DN	NA	
206	Consider the technology that your process need.	DO	DN	NA	
207	Consider your information technology needs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 21

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

208	Consider your communication technology needs.	DO	DN	NA	
209	Consider your transportation technology needs.	DO	DN	NA	

#### 1.3.7 CLARIFY PROCESS ENVIRONMENT REQUIREMENTS

210	Identify the environment that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
211	Consider the social factors that could affect your process.	DO	DN	NA	
212	Consider the cultural factors that could affect your process.	DO	DN	NA	
213	Consider the psychological factors that could affect your process.	DO	DN	NA	
214	Consider the ergonomic factors that could affect your process.	DO	DN	NA	
215	Consider the climatic factors that could affect your process.	DO	DN	NA	
216	Consider whether humidity could affect process.	DO	DN	NA	
217	Consider whether temperature could affect process.	DO	DN	NA	
218	Consider whether pollution could affect your process.	DO	DN	NA	
219	Consider the physical factors that could affect your process.	DO	DN	NA	
220	Consider the sanitation factors that could affect your process.	DO	DN	NA	
221	Consider whether cleanliness is an important factor.	DO	DN	NA	

#### 1.3.8 CLARIFY PROCESS RESOURCE REQUIREMENTS

222	Consider internal capabilities and external sources.	DO	DN	NA	
223	Consider your organization's internal capabilities and constraints.	DO	DN	NA	
224	Consider what needs to be obtained from external resource providers.	DO	DN	NA	
225	Determine the resources that your process needs.	DO	DN	NA	
226	Identify the resources needed to implement your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 22

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

227	Identify the resources needed to operate your process.	DO	DN	NA	
228	Identify the resources needed to monitor your process.	DO	DN	NA	
229	Identify the resources needed to measure your process.	DO	DN	NA	
230	Identify the resources needed to control your process.	DO	DN	NA	
231	Identify the resources needed to maintain your process.	DO	DN	NA	
232	Identify the resources needed to evaluate your process.	DO	DN	NA	
233	Identify the resources needed to audit your process.	DO	DN	NA	
234	Identify the resources needed to review your process.	DO	DN	NA	
235	Identify the resources needed to modify your process.	DO	DN	NA	
236	Identify the resources needed to correct your process.	DO	DN	NA	
237	Identify the resources needed to improve your process.	DO	DN	NA	

#### 1.4 PLAN PROCESS DESIGN AND DEVELOPMENT

##### 1.4.1 CARRY OUT OUTPUT PLANNING

238	Determine criteria for your outputs.	DO	DN	NA	
239	Establish acceptance criteria for outputs.	DO	DN	NA	
240	Use statistical techniques to support outputs.	DO	DN	NA	
241	Use statistical techniques to verify output designs.	DO	DN	NA	
242	Use statistical techniques to verify output safety.	DO	DN	NA	
243	Use statistical techniques to verify output quality.	DO	DN	NA	
244	Determine the outputs that are needed.	DO	DN	NA	
245	Plan output design and development activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 23

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

246	Consider your output needs and complexities.	DO	DN	NA	
247	Consider your ability to meet output requirements.	DO	DN	NA	
248	Consider how you're going to meet output safety requirements.	DO	DN	NA	
249	Consider how you're going to meet output quality requirements.	DO	DN	NA	
250	Consider how you're going to meet output control requirements.	DO	DN	NA	
251	Consider how you're going to meet output testing requirements.	DO	DN	NA	
252	Consider how you're going to meet output suitability requirements.	DO	DN	NA	
253	Consider how you're going to meet output availability requirements.	DO	DN	NA	
254	Consider how you're going to meet output reliability requirements.	DO	DN	NA	
255	Consider how you're going to meet output monitoring requirements.	DO	DN	NA	
256	Consider how you're going to meet output measurement requirements.	DO	DN	NA	
257	Consider how you're going to meet output production requirements.	DO	DN	NA	
258	Consider how you're going to meet output preservation requirements.	DO	DN	NA	
259	Consider how you're going to meet output maintenance requirements.	DO	DN	NA	
260	Consider how you're going to meet output obsolescence requirements.	DO	DN	NA	
261	Consider how you're going to meet output delivery requirements.	DO	DN	NA	
262	Consider output design and development complexities.	DO	DN	NA	
263	Consider your output design and development activities.	DO	DN	NA	
264	Consider dividing output design and development into distinct activities.	DO	DN	NA	
265	Define content for each set of output design and development activities.	DO	DN	NA	
266	Define tasks for each set of output design and development activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 24

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

267	Define inputs for each set of output design and development activities.	DO	DN	NA	
268	Define outputs for each set of output design and development activities.	DO	DN	NA	
269	Define resources for each set of output design and development activities.	DO	DN	NA	
270	Define responsibilities for each set of output design and development activities.	DO	DN	NA	
271	Consider output design and development requirements.	DO	DN	NA	
272	Consider your output evaluation requirements.	DO	DN	NA	
273	Consider output review requirements.	DO	DN	NA	
274	Consider output verification requirements.	DO	DN	NA	
275	Consider output validation requirements.	DO	DN	NA	
276	Consider design and development output requirements.	DO	DN	NA	
277	Consider output design and development expectations.	DO	DN	NA	
278	Consider output control expectations.	DO	DN	NA	
279	Consider the level of control expected by your customers.	DO	DN	NA	
280	Consider the level of control expected by interested parties.	DO	DN	NA	
281	Consider output design and development relationships.	DO	DN	NA	
282	Consider the need to control interactions between people.	DO	DN	NA	
283	Consider the need to control interactions between groups.	DO	DN	NA	
284	Consider output design and development responsibilities.	DO	DN	NA	
285	Consider design and development authorities.	DO	DN	NA	
286	Consider output design and development documentation.	DO	DN	NA	
287	Consider the need to control and maintain documentation.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 25

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

288	Consider the need to confirm that requirements are being met.	DO	DN	NA	
289	Consider output design and development resources.	DO	DN	NA	
290	Consider internal design and development resource needs.	DO	DN	NA	
291	Consider external design and development resource needs.	DO	DN	NA	
292	Consider output verification and validation activities.	DO	DN	NA	
293	Plan your design verification and validation testing activities.	DO	DN	NA	
294	Make sure that test plans and specifications specify test items.	DO	DN	NA	
295	Make sure that test plans and specifications specify test requirements.	DO	DN	NA	
296	Make sure that plans and specifications specify testing objectives.	DO	DN	NA	
297	Make sure that plans and specifications specify testing conditions.	DO	DN	NA	
298	Make sure that plans and specifications specify testing parameters.	DO	DN	NA	
299	Make sure that plans and specifications specify testing resources.	DO	DN	NA	
300	Make sure that plans and specifications specify acceptance criteria.	DO	DN	NA	
301	Control your design verification and validation testing activities.	DO	DN	NA	
302	Make sure that your test procedures describe how testing is performed.	DO	DN	NA	
303	Make sure that test procedures describe testing methods and techniques.	DO	DN	NA	
304	Make sure that your test procedures describe how testing results are recorded.	DO	DN	NA	
305	Review your design verification and validation testing activities.	DO	DN	NA	
306	Make sure that the correct items were used for testing.	DO	DN	NA	
307	Make sure that the right configuration was submitted.	DO	DN	NA	
308	Make sure that your testing procedures were followed.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 26

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

309	Make sure that all testing objectives were achieved.	DO	DN	NA	
310	Make sure that test plan requirements were met.	DO	DN	NA	
311	Make sure that acceptance criteria were met.	DO	DN	NA	
312	Document your design verification and validation testing activities.	DO	DN	NA	
313	Make sure that records show that test items were identified.	DO	DN	NA	
314	Make sure that records show that test requirements were met.	DO	DN	NA	
315	Make sure that your records show that testing objectives were set.	DO	DN	NA	
316	Make sure that your records show that testing resources were allocated.	DO	DN	NA	
317	Make sure that your records show that testing conditions were specified.	DO	DN	NA	
318	Make sure that your records show that testing procedures were followed.	DO	DN	NA	
319	Make sure that your records show that testing parameters were recorded.	DO	DN	NA	
320	Make sure that your records show that testing reviews were carried out.	DO	DN	NA	
321	Make sure that your records show that acceptance criteria were used.	DO	DN	NA	
322	Make sure that records show that operational conditions were examined.	DO	DN	NA	
323	Make sure that reports show that the design for your output meets specification requirements for all identified operational conditions.	DO	DN	NA	
324	Make sure that calculations show that the design for your output meets specification requirements for all identified operational conditions.	DO	DN	NA	
325	Make sure that test results show that the design for your output meets specification requirements for all identified operational conditions.	DO	DN	NA	
326	Determine how outputs will be controlled.	DO	DN	NA	
327	Define your configuration management requirements.	DO	DN	NA	
328	Make sure that your configuration management methods can be used to identify and control physical and functional attributes throughout the lifecycle of your outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 27

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

329	Make sure that your configuration management methods are appropriate for your organization and the outputs it produces.	DO	DN	NA	
330	Define how you intend to control nonconforming outputs.	DO	DN	NA	
331	Document your output nonconformity control methods.	DO	DN	NA	
332	Define responsibility and authority for handling nonconforming outputs.	DO	DN	NA	
333	Define responsibility and authority for review of nonconforming outputs.	DO	DN	NA	
334	Define the process that will be used to approve personnel who will make output nonconformity review decisions.	DO	DN	NA	
335	Define responsibility and authority for disposition of nonconforming outputs.	DO	DN	NA	
336	Define the process that will be used to approve personnel who will make output nonconformity disposition decisions.	DO	DN	NA	
337	Define how you plan to manage and control your nonconforming outputs.	DO	DN	NA	
338	Define how you're going to contain the impact of nonconformities.	DO	DN	NA	
339	Define how you intend to contain the effect on other processes.	DO	DN	NA	
340	Define how you intend to contain the effect on other outputs.	DO	DN	NA	
341	Define how you intend to contain the effect on other parties.	DO	DN	NA	
342	Define how you intend to contain the effect on customers.	DO	DN	NA	
343	Define how you intend to report your nonconforming outputs.	DO	DN	NA	
344	Define how nonconformities affecting products and services are reported.	DO	DN	NA	
345	Define how you intend to notify interested parties about nonconformities.	DO	DN	NA	
346	Define how internal parties will be notified about nonconformities.	DO	DN	NA	
347	Define how you plan to notify internal organizations about nonconformities.	DO	DN	NA	
348	Define how external parties will be notified about nonconformities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 28

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

349	Define how you plan to notify customers about nonconformities.	DO	DN	NA	
350	Define how you plan to notify distributors about nonconformities.	DO	DN	NA	
351	Define how you plan to notify regulators about nonconformities.	DO	DN	NA	
352	Define how you plan to notify suppliers about nonconformities.	DO	DN	NA	
353	Define how appropriate corrective actions will be implemented.	DO	DN	NA	
354	Define how corrective action will be developed and taken whenever nonconforming outputs are detected after delivery.	DO	DN	NA	
355	Define how you intend to ensure that actions will deal with impacts.	DO	DN	NA	

#### 1.4.2 CARRY OUT PROCESS PLANNING

356	Select the people that should be involved in process planning.	DO	DN	NA	
357	Ask people from affected organizational functions to participate.	DO	DN	NA	
358	Establish performance criteria that your process should meet.	DO	DN	NA	
359	Establish performance criteria that process outputs should meet.	DO	DN	NA	
360	Determine the activities that should make up your process.	DO	DN	NA	
361	Determine the activities needed to generate your outputs.	DO	DN	NA	
362	Determine the activities needed to control your “critical items”.	DO	DN	NA	
363	Determine the activities needed to prevent unintended deliveries.	DO	DN	NA	
364	Develop suitable process verification methods.	DO	DN	NA	
365	Consider using risk assessments to help ensure that your process is able to produce outputs that meet requirements.	DO	DN	NA	
366	Consider using capacity studies to help ensure that your process is able to produce outputs that meet requirements.	DO	DN	NA	
367	Consider using capability studies to help ensure that your process is able to produce outputs that meet requirements.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 29

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

368	Consider using control plans to help ensure that your process is able to produce outputs that meet requirements.	DO	DN	NA	
369	Clarify process interactions and interconnections.	DO	DN	NA	
370	Identify downstream processes.	DO	DN	NA	
371	Identify upstream processes.	DO	DN	NA	
372	Allocate the resources needed to support process.	DO	DN	NA	
373	Allocate the resources needed to manage process.	DO	DN	NA	
374	Allocate the resources needed to manage projects.	DO	DN	NA	
375	Allocate the resources needed to manage "critical items".	DO	DN	NA	

#### 1.4.3 CARRY OUT INPUT PLANNING

376	Identify your process input requirements.	DO	DN	NA	
377	Identify the products that your process will need to have.	DO	DN	NA	
378	Identify the product providers that will be needed.	DO	DN	NA	
379	Identify the services that your process will need to have.	DO	DN	NA	
380	Identify the service providers that will be needed.	DO	DN	NA	
381	Identify the technologies that your process will need to have.	DO	DN	NA	
382	Identify the hardware that your process will need to have.	DO	DN	NA	
383	Identify the software that your process will need to have.	DO	DN	NA	
384	Identify the information that your process will need to have.	DO	DN	NA	
385	Identify the materials that your process will need to have.	DO	DN	NA	
386	Identify the supplies that your process will need to have.	DO	DN	NA	
387	Identify the parts that your process will need to have.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 30

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

388	Document your process input requirements.	DO	DN	NA	
-----	---	----	----	----	--

#### 1.5 DESIGN PROCESS SUPPORT PROGRAMMES

##### 1.5.1 DESIGN RISK MANAGEMENT PROGRAMME

389	Make sure that your risk management methods are appropriate for your process and the outputs it generates.	DO	DN	NA	
390	Plan the assignment of risk management responsibilities.	DO	DN	NA	
391	Clarify and define your operational risk assessment criteria.	DO	DN	NA	
392	Figure out how you're going to determine the likelihood of an occurrence.	DO	DN	NA	
393	Figure out how you're going to evaluate potentially negative consequences.	DO	DN	NA	
394	Figure out how you're going to make operational risk acceptance decisions.	DO	DN	NA	
395	Describe how you intend to manage operational risks.	DO	DN	NA	
396	Figure out how operational risks will be identified.	DO	DN	NA	
397	Figure out how operational risks will be assessed.	DO	DN	NA	
398	Figure out how operational risks will be communicated.	DO	DN	NA	
399	Specify how risk management initiatives will be taken.	DO	DN	NA	
400	Figure out how to manage the actions that must be taken to mitigate the operational risks that exceed the limits set by your risk acceptance criteria.	DO	DN	NA	
401	Figure out how you're going to formulate the actions that must be taken to mitigate operational risks.	DO	DN	NA	
402	Figure out how you're going to implement the actions that must be taken to mitigate operational risks.	DO	DN	NA	
403	Define how residual operational risks will be controlled.	DO	DN	NA	
404	Figure out how you're going to control the acceptable operational risks that remain after you've taken action to mitigate unacceptable risks.	DO	DN	NA	

ORGANIZATION:	YOUR LOCATION:
COMPLETED BY:	DATE COMPLETED:
REVIEWED BY:	DATE REVIEWED:
JULY 2021	
PART 1	PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK
COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.	
EDITION 3.0	
PAGE 31	

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

#### 1.5.2 DESIGN SAFETY MANAGEMENT PROGRAMME

405	Plan your safety management programme.	DO	DN	NA	
406	Make sure that your safety programme is appropriate for your process.	DO	DN	NA	
407	Make sure that safety programme is appropriate for your outputs.	DO	DN	NA	
408	Ensure that your programme applies to the entire output life cycle.	DO	DN	NA	
409	Develop your safety management programme.	DO	DN	NA	
410	Develop a way of managing safety hazards and threats.	DO	DN	NA	
411	Develop a safety hazard and threat assessment process.	DO	DN	NA	
412	Develop a suitable safety risk management process.	DO	DN	NA	
413	Develop a way of managing activities that affect safety.	DO	DN	NA	
414	Develop a way of analyzing activities that affect safety.	DO	DN	NA	
415	Develop a way of reporting activities that affect safety.	DO	DN	NA	
416	Develop a way of managing safety training services.	DO	DN	NA	
417	Develop a way of managing safety communications.	DO	DN	NA	

#### 1.5.3 DESIGN QUALITY MANAGEMENT PROGRAMME

418	Establish quality expectations for your process.	DO	DN	NA	
419	Define quality requirements for your process.	DO	DN	NA	
420	Formulate quality policies for your process.	DO	DN	NA	
421	Write quality procedures for your process.	DO	DN	NA	
422	Prepare quality criteria for your process.	DO	DN	NA	
423	Develop quality plans for your process.	DO	DN	NA	
424	Set quality objectives for your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 32

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

425	Clarify criteria for setting quality objectives.	DO	DN	NA	
426	Make sure that quality objectives are measurable.	DO	DN	NA	
427	Make sure that quality objectives consider requirements.	DO	DN	NA	
428	Make sure that quality objectives support your strategic direction.	DO	DN	NA	
429	Make sure that quality objectives are compatible with your context.	DO	DN	NA	
430	Make sure that quality objectives are consistent with your quality policies.	DO	DN	NA	
431	Define quality objectives for your process.	DO	DN	NA	
432	Set quality objectives in all relevant areas of your process.	DO	DN	NA	
433	Set quality objectives for all relevant process functions.	DO	DN	NA	
434	Set objectives that address the need to provide compliant outputs.	DO	DN	NA	
435	Set objectives that address the need to enhance customer satisfaction.	DO	DN	NA	
436	Create quality controls for your process.	DO	DN	NA	
437	Establish a configuration management system.	DO	DN	NA	
438	Figure out how you're going to identify and control physical and functional attributes throughout the lifecycle of your outputs.	DO	DN	NA	
439	Develop configuration management methods that are appropriate for your organization and the outputs it produces.	DO	DN	NA	

#### 1.5.4 DESIGN SECURITY MANAGEMENT PROGRAMME

440	Develop a personnel security management programme.	DO	DN	NA	
441	Define personnel security requirements for your process.	DO	DN	NA	
442	Formulate personnel security policies for your process.	DO	DN	NA	
443	Write personnel security procedures for your process.	DO	DN	NA	
444	Prepare personnel security criteria for your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 33

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

445	Develop personnel security plans for your process.	DO	DN	NA	
446	Set personnel security objectives for your process.	DO	DN	NA	
447	Develop an information security management programme.	DO	DN	NA	
448	Define information security requirements for your process.	DO	DN	NA	
449	Formulate information security policies for your process.	DO	DN	NA	
450	Write information security procedures for your process.	DO	DN	NA	
451	Prepare information security criteria for your process.	DO	DN	NA	
452	Develop information security plans for your process.	DO	DN	NA	
453	Set information security objectives for your process.	DO	DN	NA	
454	Develop a component security management programme.	DO	DN	NA	
455	Develop a counterfeit parts management programme.	DO	DN	NA	
456	Plan your counterfeit part management programme.	DO	DN	NA	
457	Ensure that counterfeit part management programme is designed to prevent the use and inclusion of suspicious or counterfeit parts in outputs delivered to customers.	DO	DN	NA	
458	Make sure that your counterfeit part management programme is appropriate for your process and the outputs it provides to its customers.	DO	DN	NA	
459	Develop your counterfeit part management programme.	DO	DN	NA	
460	Develop a process to teach people about counterfeit parts.	DO	DN	NA	
461	Develop a process to monitor counterfeit parts and components.	DO	DN	NA	
462	Develop a process to monitor obsolete parts and components.	DO	DN	NA	
463	Develop a process to control the acquisition of parts and components.	DO	DN	NA	
464	Develop a process to detect suspicious and counterfeit parts and components.	DO	DN	NA	
465	Develop methodologies to test and to verify your parts and components.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 34

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

466	Develop methodologies to detect counterfeit parts and components.	DO	DN	NA	
467	Develop a process to quarantine suspicious or counterfeit parts and components.	DO	DN	NA	
468	Develop a process to report suspicious or counterfeit parts and components.	DO	DN	NA	
469	Develop a process to trace parts and components back to suppliers.	DO	DN	NA	
470	Ensure that you can trace them back to original or authorized manufacturers.	DO	DN	NA	

#### 1.5.5 DESIGN SUPPLIER MANAGEMENT PROGRAMME

471	Develop a programme to manage, monitor, and control the use of external providers.	DO	DN	NA	
472	Clarify what you expect from external process, product, and service providers.	DO	DN	NA	
473	Specify your external document and record keeping requirements.	DO	DN	NA	
474	Develop and maintain a register of external provider performance and status.	DO	DN	NA	

#### 1.5.6 DESIGN ENVIRONMENTAL MANAGEMENT PROGRAMME

475	Plan your environmental management programme.	DO	DN	NA	
476	Make sure that your environmental programme is appropriate for your process.	DO	DN	NA	
477	Make sure that your environmental programme is appropriate for your outputs.	DO	DN	NA	
478	Ensure that your environmental programme applies to the entire output life cycle.	DO	DN	NA	
479	Develop your environmental management programme.	DO	DN	NA	
480	Develop ways of analyzing environmental aspects and impacts.	DO	DN	NA	
481	Develop a way of managing environmental aspects and impacts.	DO	DN	NA	

#### 1.5.7 DESIGN BUSINESS CONTINUITY MANAGEMENT PROGRAMME

482	Plan your business continuity management programme.	DO	DN	NA	
483	Make sure that your continuity programme is appropriate for your process.	DO	DN	NA	
484	Make sure that continuity programme is appropriate for your outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 35

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

485	Ensure that your continuity programme applies to the entire output life cycle.	DO	DN	NA	
486	Develop your continuity management programme.	DO	DN	NA	
487	Ensure that operations continue at specified levels.	DO	DN	NA	
488	Develop ways of identifying potential threats.	DO	DN	NA	
489	Develop ways of analyzing all possible impacts.	DO	DN	NA	
490	Develop ways of responding to disruptive incidents.	DO	DN	NA	
491	Develop ways of resuming prioritized process activities.	DO	DN	NA	
492	Develop ways of restoring operations to acceptable levels.	DO	DN	NA	

#### 1.6 IDENTIFY PROCESS DOCUMENTS AND RECORDS

##### 1.6.1 EVALUATE DOCUMENTATION REQUIREMENTS

493	Figure out how extensive documented process information should be.	DO	DN	NA	
494	Consider process activities when you establish documents and records.	DO	DN	NA	
495	Consider your process outputs when you establish documents and records.	DO	DN	NA	
496	Consider process personnel when you establish documents and records.	DO	DN	NA	
497	Consider the competence and expertise of your process personnel.	DO	DN	NA	
498	Consider your process obligations when you establish documents and records.	DO	DN	NA	
499	Consider process property and information provided by your customers.	DO	DN	NA	
500	Consider process property and information provided by external providers.	DO	DN	NA	

##### 1.6.2 SELECT PROCESS DOCUMENTS AND RECORDS

501	Select all the documents and records that your process needs.	DO	DN	NA	
502	Select all the internal documents and records that your process needs.	DO	DN	NA	
503	Include documented information that your process needs to be effective.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 36

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

504	Include all the documents and records that you need in order to be sure that your process is being carried out as planned.	DO	DN	NA	
505	Include documented information required by external standards.	DO	DN	NA	
506	Include information that documents the scope of your process.	DO	DN	NA	
507	Include information that documents your process goals and objectives.	DO	DN	NA	
508	Include information that documents your process policies and procedures.	DO	DN	NA	
509	Include information that documents your monitoring and measuring resources.	DO	DN	NA	
510	Include documented information that can prove that your monitoring and measuring resources are fit for purpose.	DO	DN	NA	
511	Include documented information describing your verification and calibration methods whenever traceability is required and whenever national or international measurement standards do not exist.	DO	DN	NA	
512	Include information that documents your process monitoring and measuring activities and results.	DO	DN	NA	
513	Include information that documents the competence of process personnel.	DO	DN	NA	
514	Include documented information that can prove that the people under your control who do work that affects quality are, in fact, competent.	DO	DN	NA	
515	Include information that documents process activities and results.	DO	DN	NA	
516	Include documented information that can prove that your process is being carried out as planned.	DO	DN	NA	
517	Include documented information that facilitates the traceability of process outputs whenever traceability is a requirement.	DO	DN	NA	
518	Include information that documents your output characteristics.	DO	DN	NA	
519	Include information that documents your output requirements.	DO	DN	NA	
520	Include information that documents changes in requirements.	DO	DN	NA	
521	Include information that documents your output compliance.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 37

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

522	Include information that documents your output reviews.	DO	DN	NA	
523	Include information that documents results whenever you review output requirements.	DO	DN	NA	
524	Include information that documents process development activities.	DO	DN	NA	
525	Include information that documents process development inputs.	DO	DN	NA	
526	Include documented information that describes changes in inputs.	DO	DN	NA	
527	Include information that documents process development outputs.	DO	DN	NA	
528	Include documented information that describes changes in outputs.	DO	DN	NA	
529	Include information that documents process development changes.	DO	DN	NA	
530	Include documents that authorize changes in process development.	DO	DN	NA	
531	Include documents that record reviews of all relevant changes.	DO	DN	NA	
532	Include information that records actions taken to prevent adverse impacts.	DO	DN	NA	
533	Include information that records process development requirements.	DO	DN	NA	
534	Include documents that confirm that requirements were met.	DO	DN	NA	
535	Include information that documents external provider performance.	DO	DN	NA	
536	Include documented information that describes the results of your evaluation of external providers.	DO	DN	NA	
537	Include information that describes your re-evaluation results.	DO	DN	NA	
538	Include information that describes your monitoring results.	DO	DN	NA	
539	Include information that documents other people's property and information.	DO	DN	NA	
540	Include information that documents the status of property and information supplied by customers and external providers that is lost, damaged, or unsuitable.	DO	DN	NA	
541	Include information that documents your process operations and outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 38

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

542	Include documented information that describes the process activities to be performed and the results to be achieved.	DO	DN	NA	
543	Include information that documents unplanned changes in process activities.	DO	DN	NA	
544	Include documented information that describes who authorized changes, the actions that were taken, and the results of your review of these changes.	DO	DN	NA	
545	Include documented information that describes output delivery and post-delivery activities to be performed and the results to be achieved.	DO	DN	NA	
546	Include information that documents the release of process outputs.	DO	DN	NA	
547	Include information that documents your process nonconformities.	DO	DN	NA	
548	Include documented information that describes the corrective actions taken and the results achieved.	DO	DN	NA	
549	Include documented information that describes the actions that are taken whenever nonconforming process outputs are produced.	DO	DN	NA	
550	Include information that documents your internal process audit results.	DO	DN	NA	
551	Include documented information that can demonstrate that you have implemented an internal process audit programme.	DO	DN	NA	
552	Include information that documents your management review outputs.	DO	DN	NA	
553	Select all the external documents and records that your process needs.	DO	DN	NA	
554	Include all documented information of external origin that you need in order to plan your process.	DO	DN	NA	
555	Include all documented information of external origin that you need in order to operate your process.	DO	DN	NA	
556	Include all documented information of external origin that you need in order to maintain your process.	DO	DN	NA	
557	Include all documented information of external origin that you need in order to monitor your process.	DO	DN	NA	
558	Include all documented information of external origin that you need in order to measure your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 39

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

559	Include all documented information of external origin that you need in order to control your process.	DO	DN	NA	
560	Include all documented information of external origin that you need in order to evaluate your process.	DO	DN	NA	
561	Include all documented information of external origin that you need in order to audit your process.	DO	DN	NA	
562	Include all documented information of external origin that you need in order to review your process.	DO	DN	NA	
563	Include all documented information of external origin that you need in order to modify your process.	DO	DN	NA	
564	Include all documented information of external origin that you need in order to correct your process.	DO	DN	NA	
565	Include all documented information of external origin that you need in order to improve your process.	DO	DN	NA	

#### 1.6.3 DEVELOP PROCESS DOCUMENTS AND RECORDS

566	Document process participants.	DO	DN	NA	
567	Document the parties that have an interest in your process.	DO	DN	NA	
568	Document the scope of process.	DO	DN	NA	
569	Consider interested party requirements when you document the scope of your process.	DO	DN	NA	
570	Consider your process environment when you document the scope of your process.	DO	DN	NA	
571	Consider your process outputs when you document the scope of your process.	DO	DN	NA	
572	Document your process outputs.	DO	DN	NA	
573	Develop documents defining expected output results.	DO	DN	NA	
574	Document characteristics of outputs you plan to produce.	DO	DN	NA	
575	Develop and document your output definition data.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 40

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

576	Document your process activities.	DO	DN	NA	
577	Document characteristics of process activities to be performed.	DO	DN	NA	
578	Document performance criteria that your process should meet.	DO	DN	NA	
579	Document performance criteria that process outputs should meet.	DO	DN	NA	
580	Document the activities that should make up your process.	DO	DN	NA	
581	Document the activities needed to generate your outputs.	DO	DN	NA	
582	Document the activities needed to control your “critical items”.	DO	DN	NA	
583	Document the activities needed to prevent unintended deliveries.	DO	DN	NA	
584	Document suitable process verification methods.	DO	DN	NA	
585	Document process interactions and interconnections.	DO	DN	NA	
586	Document your downstream processes.	DO	DN	NA	
587	Document your upstream processes.	DO	DN	NA	
588	Document the resources needed to support process.	DO	DN	NA	
589	Document the resources needed to manage process.	DO	DN	NA	
590	Document the resources needed to manage projects.	DO	DN	NA	
591	Document the resources needed to manage “critical items”.	DO	DN	NA	
592	Document process inputs.	DO	DN	NA	
593	Document the products that your process will need to have.	DO	DN	NA	
594	Document the product providers that will be needed.	DO	DN	NA	
595	Document the services that your process will need to have.	DO	DN	NA	
596	Document the service providers that will be needed.	DO	DN	NA	
597	Document the technologies that your process will need to have.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 41

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

598	Document the hardware that your process will need to have.	DO	DN	NA	
599	Document the software that your process will need to have.	DO	DN	NA	
600	Document the information that your process will need to have.	DO	DN	NA	
601	Document the materials that your process will need to have.	DO	DN	NA	
602	Document the supplies that your process will need to have.	DO	DN	NA	
603	Document the parts that your process will need to have.	DO	DN	NA	
604	Document process assignments.	DO	DN	NA	
605	Document process authorities.	DO	DN	NA	
606	Document process responsibilities.	DO	DN	NA	
607	Document the objectives that your process must achieve.	DO	DN	NA	
608	Control documents that specify process objectives.	DO	DN	NA	
609	Retain documents that specify process objectives.	DO	DN	NA	
610	Document process policies, procedures, and work instructions.	DO	DN	NA	
611	Make sure that policies and procedures support your strategic direction.	DO	DN	NA	

#### 1.7 ESTABLISH PROCESS ROLES AND RESPONSIBILITIES

##### 1.7.1 ASSIGN PROCESS RESPONSIBILITIES AND AUTHORITIES

612	Assign responsibility and authority for managing this process.	DO	DN	NA	
613	Assign responsibility and authority for applying your quality policy and procedures.	DO	DN	NA	
614	Assign responsibility and authority for complying with regulations and standards.	DO	DN	NA	
615	Assign responsibility and authority for maintaining a focus on process customers.	DO	DN	NA	
616	Assign responsibility and authority for meeting customer requirements.	DO	DN	NA	
617	Assign responsibility and authority for enhancing customer satisfaction.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 42

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

618	Assign responsibility and authority for interacting with your external parties.	DO	DN	NA	
619	Assign responsibility and authority for interacting with external parties that have an interest in this process.	DO	DN	NA	
620	Assign responsibility and authority for interacting with external providers that support this process.	DO	DN	NA	
621	Assign responsibility and authority for deciding when external providers are used.	DO	DN	NA	
622	Assign responsibility and authority for granting an approval status to providers.	DO	DN	NA	
623	Allocate responsibility and authority for changing a provider's approval status.	DO	DN	NA	
624	Assign responsibility and authority for operating this process.	DO	DN	NA	
625	Assign responsibility and authority for ensuring that process is efficient and effective.	DO	DN	NA	
626	Make managers accountable for ensuring that process produces intended outputs.	DO	DN	NA	
627	Assign responsibility and authority for maintaining this process.	DO	DN	NA	
628	Assign responsibility and authority for monitoring this process.	DO	DN	NA	
629	Assign responsibility and authority for measuring this process.	DO	DN	NA	
630	Assign responsibility and authority for controlling this process.	DO	DN	NA	
631	Assign responsibility and authority for controlling process modifications.	DO	DN	NA	
632	Make managers accountable for protecting process integrity when changes occur.	DO	DN	NA	
633	Assign responsibility and authority for evaluating this process.	DO	DN	NA	
634	Assign responsibility and authority for auditing process.	DO	DN	NA	
635	Assign responsibility and authority for preparing audit reports.	DO	DN	NA	
636	Assign responsibility and authority for reviewing process.	DO	DN	NA	
637	Assign responsibility and authority for preparing review reports.	DO	DN	NA	
638	Assign responsibility and authority for submitting process performance reports.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 43

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 1. DEVELOP PROCESS

639	Assign responsibility and authority for reporting process improvement opportunities.	DO	DN	NA	
640	Assign responsibility and authority for modifying this process.	DO	DN	NA	
641	Assign responsibility and authority for correcting this process.	DO	DN	NA	
642	Assign responsibility and authority for improving this process.	DO	DN	NA	

#### 1.7.2 DOCUMENT PROCESS RESPONSIBILITIES AND AUTHORITIES

643	Document responsibility and authority for managing this process.	DO	DN	NA	
644	Document responsibility and authority for operating this process.	DO	DN	NA	
645	Document responsibility and authority for maintaining this process.	DO	DN	NA	
646	Document responsibility and authority for monitoring this process.	DO	DN	NA	
647	Document responsibility and authority for measuring this process.	DO	DN	NA	
648	Document responsibility and authority for controlling this process.	DO	DN	NA	
649	Document responsibility and authority for evaluating this process.	DO	DN	NA	
650	Document responsibility and authority for auditing this process.	DO	DN	NA	
651	Document responsibility and authority for reviewing this process.	DO	DN	NA	
652	Document responsibility and authority for modifying this process.	DO	DN	NA	
653	Document responsibility and authority for correcting this process.	DO	DN	NA	
654	Document responsibility and authority for improving this process.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA. In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 1

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 44

## 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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 45

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 46

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

#### 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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 47

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 48

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 49

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 50

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

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	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 51

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

#### 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	Ask them to be accountable for ensuring that process complies with environmental standards.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 52

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

164	Ask managers to be accountable for ensuring that process implements policies.	DO	DN	NA	
165	Ask them to be accountable for ensuring that process implements audit policies.	DO	DN	NA	
166	Ask them to be accountable for ensuring that process implements safety policies.	DO	DN	NA	
167	Ask them to be accountable for ensuring that process implements quality policies.	DO	DN	NA	
168	Ask them to be accountable for ensuring that process implements service policies.	DO	DN	NA	
169	Ask them to be accountable for ensuring that process implements product policies.	DO	DN	NA	
170	Ask them to be accountable for ensuring that process implements security policies.	DO	DN	NA	
171	Ask them to be accountable for ensuring that process implements environmental policies.	DO	DN	NA	
172	Ask managers to be accountable for ensuring that process follows procedures.	DO	DN	NA	
173	Ask them to be accountable for ensuring that process follows safety procedures.	DO	DN	NA	
174	Ask them to be accountable for ensuring that process follows quality procedures.	DO	DN	NA	
175	Ask them to be accountable for ensuring that process follows service procedures.	DO	DN	NA	
176	Ask them to be accountable for ensuring that process follows product procedures.	DO	DN	NA	
177	Ask them to be accountable for ensuring that process follows security procedures.	DO	DN	NA	
178	Ask them to be accountable for ensuring that process follows environmental procedures.	DO	DN	NA	

#### 2.8 ESTABLISH PROCESS MANAGEMENT PROGRAMMES

179	Establish your quality management programme.	DO	DN	NA	
180	Formulate quality management requirements.	DO	DN	NA	
181	Allocate quality management goals and objectives.	DO	DN	NA	
182	Assign quality management responsibilities and authorities.	DO	DN	NA	
183	Implement quality management plans, policies, and procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 53

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

184	Identify suitable quality control points and apply quality controls.	DO	DN	NA	
185	Establish your configuration management programme.	DO	DN	NA	
186	Establish a programme to identify and control the attributes of process outputs.	DO	DN	NA	
187	Establish a programme to identify and control output identities and characteristics.	DO	DN	NA	
188	Establish a programme to identify and control output traceability to requirements.	DO	DN	NA	
189	Establish a programme to identify and control output changes and modifications.	DO	DN	NA	
190	Establish a programme to identify and control output documents and records.	DO	DN	NA	
191	Make sure that your output documents and records are consistent with the actual attributes of your outputs.	DO	DN	NA	
192	Ensure that requirements documentation is consistent with actual attributes.	DO	DN	NA	
193	Ensure that your design documentation is consistent with actual attributes.	DO	DN	NA	
194	Ensure that your validation documentation is consistent with actual attributes.	DO	DN	NA	
195	Ensure that your verification documentation is consistent with actual attributes.	DO	DN	NA	
196	Ensure that your acceptance documentation is consistent with actual attributes.	DO	DN	NA	
197	Assign responsibility for identifying and controlling the attributes of process outputs.	DO	DN	NA	
198	Establish your supplier management programme.	DO	DN	NA	
199	Establish a programme to manage and control external providers.	DO	DN	NA	
200	Allocate supplier management goals and objectives.	DO	DN	NA	
201	Assign supplier management responsibilities and authorities.	DO	DN	NA	
202	Implement supplier management plans, policies, and procedures.	DO	DN	NA	
203	Identify suitable supplier control points and apply supplier controls.	DO	DN	NA	
204	Establish a register of external provider performance and status.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 54

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

205	Establish your risk management programme.	DO	DN	NA	
206	Assign risk management responsibilities.	DO	DN	NA	
207	Assign operational risk management tasks.	DO	DN	NA	
208	Manage risks related to process outputs.	DO	DN	NA	
209	Identify risks related to process outputs.	DO	DN	NA	
210	Assess risks related to process outputs.	DO	DN	NA	
211	Determine the likelihood that events will occur.	DO	DN	NA	
212	Determine the likelihood or probability that an undesirable occurrence or outcome will actually occur in the future.	DO	DN	NA	
213	Evaluate potentially severe consequences.	DO	DN	NA	
214	Make operational risk acceptance decisions.	DO	DN	NA	
215	Communicate risks related to process outputs.	DO	DN	NA	
216	Apply the actions that must be taken to mitigate the operational risks that exceed the limits set by your risk acceptance criteria.	DO	DN	NA	
217	Identify the actions that must be taken to mitigate operational risks.	DO	DN	NA	
218	Implement actions that must be taken to mitigate operational risks.	DO	DN	NA	
219	Control the risks that remain after you've implemented actions to mitigate unacceptable operational risks.	DO	DN	NA	
220	Establish your security management programme.	DO	DN	NA	
221	Establish your component security management programme.	DO	DN	NA	
222	Set up a counterfeit parts management programme.	DO	DN	NA	
223	Assign responsibility and authority for counterfeit parts.	DO	DN	NA	
224	Implement policies and procedures for counterfeit parts.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 55

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

225	Identify counterfeit control points and apply controls.	DO	DN	NA	
226	Teach people about counterfeit parts and components.	DO	DN	NA	
227	Explain how counterfeit parts can be prevented.	DO	DN	NA	
228	Explain how suspicious parts can be detected.	DO	DN	NA	
229	Monitor counterfeit parts reported by external sources.	DO	DN	NA	
230	Monitor suspicious and obsolete parts and components.	DO	DN	NA	
231	Control the acquisition and use of parts and components.	DO	DN	NA	
232	Acquire parts and components from original or authorized manufacturers.	DO	DN	NA	
233	Acquire items from authorized distributors or other approved sources.	DO	DN	NA	
234	Test and verify parts and components and detect all counterfeit items.	DO	DN	NA	
235	Quarantine and report suspicious or counterfeit parts and components.	DO	DN	NA	
236	Maintain a parts and components traceability programme.	DO	DN	NA	
237	Establish your information security management programme.	DO	DN	NA	
238	Allocate goals and objectives for information security.	DO	DN	NA	
239	Assign responsibility and authority for information security.	DO	DN	NA	
240	Implement plans, policies, and procedures for information security.	DO	DN	NA	
241	Identify suitable infosec control points and apply infosec controls.	DO	DN	NA	
242	Establish your personnel security management programme.	DO	DN	NA	
243	Allocate goals and objectives for personnel security.	DO	DN	NA	
244	Assign responsibility and authority for personnel security.	DO	DN	NA	
245	Implement plans, policies, and procedures for personnel security.	DO	DN	NA	
246	Identify suitable personnel control points and apply personnel controls.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 56

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 2. IMPLEMENT PROCESS

247	Establish your safety management programme.	DO	DN	NA	
248	Formulate safety management requirements.	DO	DN	NA	
249	Allocate safety management goals and objectives.	DO	DN	NA	
250	Assign safety management responsibilities and authorities.	DO	DN	NA	
251	Implement safety management plans, policies, and procedures.	DO	DN	NA	
252	Identify suitable safety control points and apply safety controls.	DO	DN	NA	
253	Establish your environmental management programme.	DO	DN	NA	
254	Formulate environmental management requirements.	DO	DN	NA	
255	Allocate environmental management goals and objectives.	DO	DN	NA	
256	Assign environmental management responsibilities and authorities.	DO	DN	NA	
257	Implement environmental management plans, policies, and procedures.	DO	DN	NA	
258	Establish your business continuity management programme.	DO	DN	NA	
259	Formulate business continuity management requirements.	DO	DN	NA	
260	Allocate business continuity management goals and objectives.	DO	DN	NA	
261	Assign business continuity management responsibilities and authorities.	DO	DN	NA	
262	Implement business continuity management plans, policies, and procedures.	DO	DN	NA	

#### 2.9 RETAIN IMPLEMENTATION DOCUMENTATION

263	Retain a record of implementation responsibilities.	DO	DN	NA	
264	Retain a record of implementation plans and procedures.	DO	DN	NA	
265	Retain a record of implementation results and achievements.	DO	DN	NA	
266	Retain a record of process verification and validation activities.	DO	DN	NA	
267	Retain a record of process verification and validation results.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 2

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 57

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

#### 3.1 PROVIDE RESOURCES TO FACILITATE PROCESS OPERATIONS

##### 3.1.1 PROVIDE THE EXPERTISE NEEDED TO OPERATE YOUR PROCESS

1	Provide the managers needed to manage process operations.	DO	DN	NA	
2	Acquire the knowledge that managers need to manage process operations and achieve conformity of outputs.	DO	DN	NA	
3	Consider internal sources of knowledge about managing processes.	DO	DN	NA	
4	Consider external sources of knowledge about managing processes.	DO	DN	NA	
5	Share the knowledge that managers need to manage process operations and achieve conformity of outputs.	DO	DN	NA	
6	Deliver suitable process management training and awareness programmes to process managers.	DO	DN	NA	
7	Provide the personnel needed to operate your process.	DO	DN	NA	
8	Acquire the knowledge that personnel need to operate your process and achieve conformity of outputs.	DO	DN	NA	
9	Consider internal sources of knowledge about process operations.	DO	DN	NA	
10	Consider external sources of knowledge about process operations.	DO	DN	NA	
11	Share the knowledge that personnel need to operate your process and achieve conformity of outputs.	DO	DN	NA	
12	Deliver suitable process training and awareness programmes to support process operations.	DO	DN	NA	

##### 3.1.2 PROVIDE THE TECHNOLOGY NEEDED TO OPERATE YOUR PROCESS

13	Provide the software needed to operate your process.	DO	DN	NA	
14	Provide software needed to support operations and achieve conformity of outputs.	DO	DN	NA	
15	Provide the hardware needed to operate your process.	DO	DN	NA	
16	Provide hardware needed to support operations and achieve conformity of outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 58

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

#### 3.1.3 PROVIDE THE INFRASTRUCTURE NEEDED TO OPERATE YOUR PROCESS

17	Provide the infrastructure needed to support process operations and achieve conformity of outputs.	DO	DN	NA	
18	Provide the physical infrastructure needed to support process operations and achieve conformity of outputs.	DO	DN	NA	
19	Provide the electrical infrastructure needed to support process operations and achieve conformity of outputs.	DO	DN	NA	
20	Provide the transportation infrastructure needed to support process operations and achieve conformity of outputs.	DO	DN	NA	
21	Provide the communications infrastructure needed to support process operations and achieve conformity of outputs.	DO	DN	NA	

#### 3.2 ASK PROCESS OWNERS TO MANAGE PROCESS OPERATIONS

##### 3.2.1 EXPECT PROCESS MANAGERS TO ADDRESS RISKS AND OPPORTUNITIES

22	Expect process managers to identify the operational risks that could affect their ability to meet requirements.	DO	DN	NA	
23	Expect process managers to identify risks and opportunities.	DO	DN	NA	
24	Expect them to consider whether they have the capacity or are capable of meeting requirements.	DO	DN	NA	
25	Expect them to consider whether output delivery time frames can be accommodated.	DO	DN	NA	
26	Expect them to consider whether the use of new technologies could influence performance.	DO	DN	NA	
27	Expect process managers to identify the opportunities that could improve their ability to meet requirements.	DO	DN	NA	
28	Expect process managers to cope with process risks and opportunities.	DO	DN	NA	
29	Expect process managers to manage and control process risks.	DO	DN	NA	
30	Expect them to consider all of their risk treatment options.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 59

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

31	Expect them to consider avoiding or reducing their risk.	DO	DN	NA	
32	Expect them to consider eliminating the source of their risk.	DO	DN	NA	
33	Expect them to consider retaining the risk or sharing it with others.	DO	DN	NA	
34	Expect them to consider modifying the probabilities or consequences.	DO	DN	NA	
35	Expect process managers to define actions to address risks and opportunities.	DO	DN	NA	
36	Expect them to define actions that they can take to address the risks that could weaken the performance of their process or disrupt or damage operations.	DO	DN	NA	
37	Expect them to consider the potential impact on outputs when they define the actions they plan to take to address process risks.	DO	DN	NA	
38	Expect them to figure out how they're going to implement these actions and how they're going to make them part of their process.	DO	DN	NA	
39	Expect them to figure out how they're going to evaluate the effectiveness of the actions they take to address process risks.	DO	DN	NA	
40	Expect process managers to exploit process improvement opportunities.	DO	DN	NA	
41	Expect managers to define actions to exploit process improvement opportunities.	DO	DN	NA	

#### 3.2.2 EXPECT PROCESS MANAGERS TO IMPLEMENT POLICIES AND PROCEDURES

42	Expect process managers to implement process policies.	DO	DN	NA	
43	Expect managers to implement business policies.	DO	DN	NA	
44	Expect managers to implement quality policies.	DO	DN	NA	
45	Expect managers to implement safety policies.	DO	DN	NA	
46	Expect managers to implement security policies.	DO	DN	NA	
47	Expect managers to implement continuity policies.	DO	DN	NA	
48	Expect managers to implement environmental policies.	DO	DN	NA	
49	Expect process managers to implement process procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 60

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

50	Expect managers to implement business procedures.	DO	DN	NA	
51	Expect managers to implement quality procedures.	DO	DN	NA	
52	Expect managers to implement safety procedures.	DO	DN	NA	
53	Expect managers to implement security procedures.	DO	DN	NA	
54	Expect managers to implement continuity procedures.	DO	DN	NA	
55	Expect managers to implement environmental procedures.	DO	DN	NA	

#### 3.2.3 EXPECT PROCESS MANAGERS TO SPECIFY OUTPUT REQUIREMENTS AND CAPABILITIES

56	Expect process managers to determine requirements for outputs offered to customers.	DO	DN	NA	
57	Expect managers to determine statutory and regulatory requirements for outputs.	DO	DN	NA	
58	Expect managers to determine your organization's own requirements for outputs.	DO	DN	NA	
59	Expect managers to determine any additional "special requirements" for outputs.	DO	DN	NA	
60	Expect managers to identify requirements that may be especially difficult to meet.	DO	DN	NA	
61	Expect them to identify requirements that force them to operate at the limit of their technical capability.	DO	DN	NA	
62	Expect them to identify requirements that force them to operate at the limit of their process capability.	DO	DN	NA	
63	Expect process managers to review output requirements before accepting an order.	DO	DN	NA	
64	Expect managers to review output requirements before making a commitment to supply outputs to customers.	DO	DN	NA	
65	Expect managers to coordinate reviews with applicable functions within your organization.	DO	DN	NA	
66	Expect them to review all documented requirements before accepting an order.	DO	DN	NA	
67	Expect them to review output requirements specified by customers.	DO	DN	NA	
68	Expect them to review delivery and post-delivery requirements before proceeding.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 61

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

69	Expect them to review output requirements specified by regulatory bodies.	DO	DN	NA	
70	Expect them to review applicable statutory and regulatory requirements.	DO	DN	NA	
71	Expect them to review output requirements specified by interested parties.	DO	DN	NA	
72	Expect them to review output requirements specified by your organization.	DO	DN	NA	
73	Expect them to review all undocumented requirements before accepting an order.	DO	DN	NA	
74	Expect them to review unstated requirements needed for specified or intended use.	DO	DN	NA	
75	Expect process managers to clarify all differences between the original proposal and the final order.	DO	DN	NA	
76	Expect process managers to review all orders and contractual requirements that have been modified.	DO	DN	NA	
77	Expect process managers to coordinate the review of contracts and orders that have been modified.	DO	DN	NA	
78	Expect them to resolve all differences between the original proposal and the final order.	DO	DN	NA	
79	Expect them to negotiate mutually acceptable requirements with customers whenever some customer requirements cannot be met.	DO	DN	NA	
80	Expect them to amend all relevant documented information to reflect changes in customers' output requirements.	DO	DN	NA	
81	Expect them to distribute amended information to all relevant people.	DO	DN	NA	
82	Expect process managers to confirm that they can meet output requirements.	DO	DN	NA	
83	Expect process managers to confirm that they can meet undocumented customer requirements before making a commitment to supply outputs.	DO	DN	NA	
84	Expect process managers to document the review of output requirements.	DO	DN	NA	
85	Expect process managers to document the results of output requirement reviews.	DO	DN	NA	
86	Expect process managers to retain documents that record results of their reviews.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 62

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

87	Expect process managers to control documents that record results of their reviews.	DO	DN	NA	
88	Expect process managers to document any new or changed output requirements.	DO	DN	NA	
89	Expect process managers to retain documents that record new or changed requirements.	DO	DN	NA	
90	Expect process managers to control documents that record new or changed requirements.	DO	DN	NA	
91	Expect process managers to amend documents when output requirements change.	DO	DN	NA	
92	Expect managers to control documents that record changes in output requirements.	DO	DN	NA	
93	Expect process managers to amend all relevant documented information to reflect changes in customers' output requirements.	DO	DN	NA	
94	Expect them to retain documents and records that describe new or modified output requirements.	DO	DN	NA	
95	Expect them to share amended information with relevant personnel.	DO	DN	NA	

#### 3.2.4 EXPECT PROCESS MANAGERS TO COMMUNICATE WITH THEIR PROCESS CUSTOMERS

96	Expect process managers to provide information to customers.	DO	DN	NA	
97	Expect process managers to share information about process outputs.	DO	DN	NA	
98	Expect process managers to discuss contingency plans (when relevant).	DO	DN	NA	
99	Expect process managers to clarify specific requirements for action.	DO	DN	NA	
100	Expect process managers to obtain information from customers.	DO	DN	NA	
101	Expect process managers to obtain information about orders and contracts.	DO	DN	NA	
102	Expect process managers to receive information about changes to orders and contracts.	DO	DN	NA	
103	Expect process managers to obtain information about process outputs.	DO	DN	NA	
104	Expect process managers to gather customer feedback about process outputs.	DO	DN	NA	
105	Expect process managers to gather complaints about their process outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 63

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

106	Expect process managers to obtain information about property supplied by customers.	DO	DN	NA	
107	Expect process managers to manage and control property supplied by customers.	DO	DN	NA	

#### **3.2.5 EXPECT PROCESS MANAGERS TO EVALUATE AND SELECT THEIR EXTERNAL PROVIDERS**

108	Expect process managers to accept responsibility for externally provided processes, products, and services.	DO	DN	NA	
109	Expect them to accept responsibility for conformity of external processes, products, and services.	DO	DN	NA	
110	Expect them to accept responsibility for the conformity of processes, products, and services that are defined by customers and provided to them by external providers.	DO	DN	NA	
111	Expect process managers to identify risks related to the external provision of processes, products, and services.	DO	DN	NA	
112	Expect them to identify risks related to the selection and use of external providers and external sources.	DO	DN	NA	
113	Expect process managers to define data and criteria to manage external process, product, and service providers.	DO	DN	NA	
114	Expect them to use data and criteria to evaluate external process, product, and service providers.	DO	DN	NA	
115	Expect them to use data from reliable external sources to evaluate external providers.	DO	DN	NA	
116	Expect them to use data from customer organizations to evaluate external providers.	DO	DN	NA	
117	Expect them to use data from government authorities to evaluate external providers.	DO	DN	NA	
118	Expect them to use data from accredited certification bodies to evaluate external providers.	DO	DN	NA	
119	Expect them to use criteria to evaluate external process, product, and service providers.	DO	DN	NA	
120	Expect them to evaluate and re-evaluate their ability to meet specified requirements.	DO	DN	NA	
121	Expect them to document their external evaluation and re-evaluation activities.	DO	DN	NA	
122	Expect them to retain and control a record of evaluation and re-evaluation activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 64

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

123	Expect them to use data and criteria to select external process, product, and service providers.	DO	DN	NA	
124	Expect them to use data from reliable external sources to select external providers.	DO	DN	NA	
125	Expect them to use data from customer organizations to select external providers.	DO	DN	NA	
126	Expect them to use data from government authorities to select external providers.	DO	DN	NA	
127	Expect them to use data from accredited certification bodies to select external providers.	DO	DN	NA	
128	Expect them to use criteria to select providers that can meet specified requirements.	DO	DN	NA	
129	Expect them to document provider selection activities and retain these documents.	DO	DN	NA	
130	Expect them to control documents that describe provider selection activities.	DO	DN	NA	
131	Expect them to record the approval status of each provider and to retain these records.	DO	DN	NA	
132	Expect them to record the scope of approvals and the work that has been authorized.	DO	DN	NA	
133	Expect them to specify what types of products and services have been approved.	DO	DN	NA	
134	Expect process managers to specify what they expect from external process, product, and service providers.	DO	DN	NA	
135	Expect process managers to identify process requirements.	DO	DN	NA	
136	Expect them to identify external process approval requirements.	DO	DN	NA	
137	Expect process managers to identify product requirements.	DO	DN	NA	
138	Expect them to identify external product acceptance requirements.	DO	DN	NA	
139	Expect them to identify statistical techniques that must be used.	DO	DN	NA	
140	Expect them to identify acceptance instructions that must be followed.	DO	DN	NA	
141	Expect them to identify external product approval requirements.	DO	DN	NA	
142	Expect them to identify external product release requirements.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 65

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

143	Expect process managers to identify service requirements.	DO	DN	NA	
144	Expect them to identify external service acceptance requirements.	DO	DN	NA	
145	Expect them to identify external service approval requirements.	DO	DN	NA	
146	Expect them to identify external service release requirements.	DO	DN	NA	
147	Expect process managers to identify equipment requirements.	DO	DN	NA	
148	Expect them to identify external equipment approval requirements.	DO	DN	NA	
149	Expect process managers to identify “special requirements”.	DO	DN	NA	
150	Expect them to identify “critical items” and “key characteristics”.	DO	DN	NA	
151	Expect process managers to identify information requirements.	DO	DN	NA	
152	Expect them to identify technical data and information requirements.	DO	DN	NA	
153	Expect them to identify requirements for specifications and drawings.	DO	DN	NA	
154	Expect process managers to identify procedural requirements.	DO	DN	NA	
155	Expect them to identify any work practices that providers need to follow.	DO	DN	NA	
156	Expect them to identify any work instructions that providers need to follow.	DO	DN	NA	
157	Expect process managers to identify methodological requirements.	DO	DN	NA	
158	Expect them to identify how external methods are approved.	DO	DN	NA	
159	Expect process managers to identify interaction requirements.	DO	DN	NA	
160	Expect them to identify how external providers interact with your process.	DO	DN	NA	
161	Expect process managers to identify notification requirements.	DO	DN	NA	
162	Expect them to specify supply chain notification requirements.	DO	DN	NA	
163	Expect them to ask external providers to notify them when changes are planned.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 66

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

164	Expect them to get approval whenever important changes are being considered.	DO	DN	NA	
165	Ask process managers to get approval when process changes are being planned.	DO	DN	NA	
166	Ask process managers to get approval when product changes are being planned.	DO	DN	NA	
167	Ask process managers to get approval when service changes are being planned.	DO	DN	NA	
168	Ask process managers to get approval when provider changes are being planned.	DO	DN	NA	
169	Ask process managers to get approval when location changes are being planned.	DO	DN	NA	
170	Ask them to get approval before changing manufacturing or assembly locations.	DO	DN	NA	
171	Expect them to specify nonconformance notification requirements.	DO	DN	NA	
172	Expect them to specify nonconformance approval and disposition requirements.	DO	DN	NA	
173	Expect process managers to identify design and development requirements.	DO	DN	NA	
174	Expect them to specify design and development control requirements.	DO	DN	NA	
175	Expect process managers to identify verification and validation requirements.	DO	DN	NA	
176	Expect them to identify verification and validation activities to be done at external premises.	DO	DN	NA	
177	Expect them to identify verifications and validations that customers plan to perform.	DO	DN	NA	
178	Expect them to identify verifications and validations that they intend to carry out.	DO	DN	NA	
179	Expect process managers to identify production requirements.	DO	DN	NA	
180	Expect them to specify production process verification requirements.	DO	DN	NA	
181	Expect process managers to identify test and inspection requirements.	DO	DN	NA	
182	Ask external providers to provide test specimens when required.	DO	DN	NA	
183	Expect them to provide test specimens for inspection purposes.	DO	DN	NA	
184	Expect them to provide test specimens for verification purposes.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 67

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

185	Expect them to provide test specimens for investigative purposes.	DO	DN	NA	
186	Expect them to provide test specimens for auditing purposes.	DO	DN	NA	
187	Expect process managers to identify part and component requirements.	DO	DN	NA	
188	Expect process managers to prohibit the use of counterfeit parts and components.	DO	DN	NA	
189	Expect managers to ask external providers to prevent the use of counterfeit parts.	DO	DN	NA	
190	Expect process managers to identify outsourcing requirements.	DO	DN	NA	
191	Expect them to identify any external providers that external providers must use.	DO	DN	NA	
192	Expect them to identify any special providers that customers have pre-approved.	DO	DN	NA	
193	Expect them to identify any special providers that customers expect you to use.	DO	DN	NA	
194	Expect them to identify any specific processes that your external providers must use.	DO	DN	NA	
195	Expect them to identify any process sources that external providers must employ.	DO	DN	NA	
196	Expect them to identify any "special process" requirements that must be met.	DO	DN	NA	
197	Expect process managers to identify supply chain requirements.	DO	DN	NA	
198	Expect them to identify your organization's supply chain access requirements.	DO	DN	NA	
199	Expect them to establish the right to access relevant areas throughout supply chain.	DO	DN	NA	
200	Expect them to establish your organization's right to access facilities and documents.	DO	DN	NA	
201	Expect them to establish your customers' right to access facilities and documents.	DO	DN	NA	
202	Expect them to identify your organization's supply chain flowdown requirements.	DO	DN	NA	
203	Expect them to identify important requirements that must flow down the supply chain.	DO	DN	NA	
204	Expect them to identify customer requirements that must flow down to suppliers.	DO	DN	NA	
205	Expect process managers to identify external staff awareness requirements.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 68

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

206	Expect them to ask external providers to emphasize the importance of safety.	DO	DN	NA	
207	Expect them to ask external providers to emphasize the importance of security.	DO	DN	NA	
208	Expect them to ask external providers to emphasize the importance of quality.	DO	DN	NA	
209	Expect them to ask external providers to emphasize the importance of conformity.	DO	DN	NA	
210	Expect them to ask external providers to make their personnel aware of their contribution to product and service conformity.	DO	DN	NA	
211	Expect process managers to identify external competence requirements.	DO	DN	NA	
212	Expect them to specify external personnel qualification requirements.	DO	DN	NA	
213	Expect process managers to identify monitoring and control requirements.	DO	DN	NA	
214	Expect them to define how they plan to monitor the performance of external providers.	DO	DN	NA	
215	Expect them to define how they plan to control the performance of external providers.	DO	DN	NA	
216	Expect process managers to identify quality management requirements.	DO	DN	NA	
217	Expect them to identify quality management system implementation requirements.	DO	DN	NA	
218	Expect process managers to identify documentation requirements.	DO	DN	NA	
219	Expect them to ask external providers to retain documented information.	DO	DN	NA	
220	Expect them to ask providers to specify retention periods and disposition requirements.	DO	DN	NA	

#### 3.2.6 EXPECT PROCESS MANAGERS TO SUPERVISE AND CONTROL ALL PROCESS ACTIVITIES

221	Expect process managers to verify that resources can produce required results.	DO	DN	NA	
222	Expect process managers to validate resources that will be used to operate process.	DO	DN	NA	
223	Expect process managers to validate tools before they are used to operate process.	DO	DN	NA	
224	Expect process managers to validate equipment before it is used to operate process.	DO	DN	NA	
225	Expect process managers to validate software before it is used to operate process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 69

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

226	Expect process managers to validate resources that will be used to automate process.	DO	DN	NA	
227	Expect process managers to validate tools before they are used to automate process.	DO	DN	NA	
228	Expect process managers to validate equipment before it is used to automate process.	DO	DN	NA	
229	Expect process managers to validate software before it is used to automate process.	DO	DN	NA	
230	Expect process managers to validate resources that will be used to control process.	DO	DN	NA	
231	Expect process managers to validate tools before they are used to control process.	DO	DN	NA	
232	Expect process managers to validate equipment before it is used to control process.	DO	DN	NA	
233	Expect process managers to validate software before it is used to control process.	DO	DN	NA	
234	Expect process managers to validate resources that will be used to monitor process.	DO	DN	NA	
235	Expect process managers to validate tools before they are used to monitor process.	DO	DN	NA	
236	Expect process managers to validate equipment before it is used to monitor process.	DO	DN	NA	
237	Expect process managers to validate software before it is used to monitor process.	DO	DN	NA	
238	Expect process managers to validate resources that will be used to measure process.	DO	DN	NA	
239	Expect process managers to validate tools before they are used to measure process.	DO	DN	NA	
240	Expect process managers to validate equipment before it is used to measure process.	DO	DN	NA	
241	Expect process managers to validate software before it is used to measure process.	DO	DN	NA	
242	Expect process managers to supervise and control all process personnel.	DO	DN	NA	
243	Expect process managers to plan and control all work transfer activities.	DO	DN	NA	
244	Expect them to ensure that risks are managed and requirements continue to be met.	DO	DN	NA	
245	Expect them to plan how they're going to manage and control the transfer of work.	DO	DN	NA	
246	Expect them to plan how they're going to transfer work within their own organization.	DO	DN	NA	
247	Expect them to plan how they're going to transfer work to and from external providers.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 70

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

248	Expect them to plan how they're going to transfer work between external providers.	DO	DN	NA	
249	Expect process managers to control process documents and record keeping.	DO	DN	NA	
250	Expect them to ensure that process documents and records are properly reviewed and approved.	DO	DN	NA	
251	Expect them to ensure that authorized persons have been identified for each type of document and record.	DO	DN	NA	
252	Expect them to ensure that approval methods have been identified for each type of document and record.	DO	DN	NA	

#### 3.2.7 EXPECT PROCESS MANAGERS TO MEASURE CONFORMANCE AND PERFORMANCE

253	Expect process managers to measure process performance and conformance.	DO	DN	NA	
254	Expect process managers to measure output performance and conformance.	DO	DN	NA	
255	Expect process managers to measure output delivery performance and conformance.	DO	DN	NA	
256	Expect process managers to measure post-delivery performance and conformance.	DO	DN	NA	

#### 3.2.8 EXPECT PROCESS MANAGERS TO MEET EXPECTATIONS AND REQUIREMENTS

257	Expect process managers to ensure that legal expectations and requirements are being met.	DO	DN	NA	
258	Expect process managers to ensure that safety expectations and requirements are being met.	DO	DN	NA	
259	Expect process managers to ensure that quality expectations and requirements are being met.	DO	DN	NA	
260	Expect process managers to ensure that security expectations and requirements are being met.	DO	DN	NA	
261	Expect process managers to ensure that business expectations and requirements are being met.	DO	DN	NA	
262	Expect process managers to ensure that customer expectations and requirements are being met.	DO	DN	NA	

#### 3.2.9 EXPECT PROCESS MANAGERS TO BE ACCOUNTABLE FOR THEIR PROCESS

263	Expect managers to ensure that process produces intended outputs.	DO	DN	NA	
264	Expect managers to preserve outputs during process operations.	DO	DN	NA	
265	Expect them to figure out how to preserve outputs during process operations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 71

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

266	Expect them to consider using suitable identification methods to preserve outputs.	DO	DN	NA	
267	Expect them to consider using suitable packaging methods to preserve outputs.	DO	DN	NA	
268	Expect them to consider using suitable handling methods to preserve outputs.	DO	DN	NA	
269	Expect them to consider using suitable storage methods to preserve outputs.	DO	DN	NA	
270	Expect them to consider using suitable transmission methods to preserve outputs.	DO	DN	NA	
271	Expect them to consider using suitable transportation methods to preserve outputs.	DO	DN	NA	
272	Expect them to preserve outputs in accordance with official requirements.	DO	DN	NA	
273	Expect them to preserve outputs by establishing cleaning and sanitization practices.	DO	DN	NA	
274	Expect them to preserve outputs by establishing arrangements to control foreign objects.	DO	DN	NA	
275	Expect them to make arrangements to detect, prevent, and remove foreign objects.	DO	DN	NA	
276	Expect them to use arrangements to detect, prevent, and remove foreign objects.	DO	DN	NA	
277	Expect them to preserve outputs by establishing handling methods and storage facilities.	DO	DN	NA	
278	Expect them to use suitable methods and facilities to preserve sensitive products.	DO	DN	NA	
279	Expect them to use suitable methods and facilities to manage hazardous materials.	DO	DN	NA	
280	Expect them to preserve outputs by establishing marking methods and labeling practices.	DO	DN	NA	
281	Expect them to use safety warnings to preserve outputs during process operations.	DO	DN	NA	
282	Expect them to preserve outputs by establishing shelf life controls and by rotating stock.	DO	DN	NA	
283	Expect managers to establish controlled conditions for output delivery.	DO	DN	NA	
284	Expect them to use documented information to control output delivery activities.	DO	DN	NA	
285	Expect them to document the characteristics of delivery activities to be provided.	DO	DN	NA	
286	Expect them to maintain and control documents defining delivery characteristics.	DO	DN	NA	
287	Expect them to document the output delivery results that you expect to achieve.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 72

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

288	Expect them to maintain and control documents defining expected delivery results.	DO	DN	NA	
289	Expect them to use suitable monitoring and measurement resources to control delivery.	DO	DN	NA	
290	Expect them to verify that output delivery process control criteria have been met.	DO	DN	NA	
291	Expect them to verify that your output delivery criteria have been met.	DO	DN	NA	
292	Expect them to verify that acceptance criteria for delivery have been met.	DO	DN	NA	
293	Expect them to verify acceptance before outputs are released.	DO	DN	NA	
294	Expect them to use a suitable process environment to control output delivery process.	DO	DN	NA	
295	Expect them to use a suitable infrastructure to control output delivery activities.	DO	DN	NA	
296	Expect them to use competent qualified personnel to control output delivery activities.	DO	DN	NA	
297	Expect them to take action to prevent human error during output delivery activities.	DO	DN	NA	
298	Expect managers to address post-delivery requirements for outputs.	DO	DN	NA	
299	Expect managers to develop controlled conditions for post-delivery.	DO	DN	NA	
300	Expect them to consider post-delivery requirements and commitments.	DO	DN	NA	
301	Expect them to identify the activities that must be carried out after outputs are delivered.	DO	DN	NA	
302	Expect them to consider the output requirements that customers expect them to meet.	DO	DN	NA	
303	Expect them to consider the nature and use of outputs and how long they could last.	DO	DN	NA	
304	Expect them to consider the statutory and regulatory requirements affecting outputs.	DO	DN	NA	
305	Expect them to consider the potential consequences that outputs could produce.	DO	DN	NA	
306	Expect them to consider the feedback their customers provide about outputs.	DO	DN	NA	
307	Expect them to consider the performance and reliability of their outputs.	DO	DN	NA	
308	Expect them to consider collecting and analyzing in-service data about outputs.	DO	DN	NA	
309	Expect them to consider reviewing the lessons they have learned about outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 73

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

310	Expect them to consider the technical documentation needed to support outputs.	DO	DN	NA	
311	Expect them to consider the need to provide, update, and control output documentation.	DO	DN	NA	
312	Expect them to consider the documentation needed in order to use their outputs.	DO	DN	NA	
313	Expect them to consider the documentation needed in order to maintain their outputs.	DO	DN	NA	
314	Expect them to consider the documentation needed in order to overhaul their outputs.	DO	DN	NA	
315	Expect them to consider the documentation needed in order to repair their outputs.	DO	DN	NA	
316	Expect them to consider the external work that must be done to support outputs.	DO	DN	NA	
317	Expect them to consider how external work should be carried out and controlled.	DO	DN	NA	
318	Expect them to consider the external resources that are needed to support outputs.	DO	DN	NA	
319	Expect them to consider the agreements that they have made to support outputs.	DO	DN	NA	
320	Expect them to consider the output warranty commitments that they have made.	DO	DN	NA	
321	Expect them to consider the need to provide replacement parts and components.	DO	DN	NA	
322	Expect them to consider how, why, and when output will become obsolete.	DO	DN	NA	
323	Expect them to consider the services that must be provided to support outputs.	DO	DN	NA	
324	Expect them to consider the training that must be delivered to support outputs.	DO	DN	NA	
325	Expect them to consider the follow-up queries that must be handled.	DO	DN	NA	
326	Expect them to consider the maintenance that must be done to support outputs.	DO	DN	NA	
327	Expect them to consider the disposal services that must be provided.	DO	DN	NA	
328	Expect them to consider the recycling services that must be provided.	DO	DN	NA	
329	Expect them to consider the actions that must be taken after outputs are delivered.	DO	DN	NA	
330	Expect them to consider the steps that must be taken when problems are detected.	DO	DN	NA	
331	Expect them to consider the investigations that must be carried out.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 74

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

332	Expect them to consider the reporting that must be carried out.	DO	DN	NA	
333	Expect managers to implement controlled conditions for post-delivery of outputs.	DO	DN	NA	
334	Expect them to implement controlled conditions for post-delivery of process outputs.	DO	DN	NA	
335	Expect them to use documented information to control post-delivery activities.	DO	DN	NA	
336	Expect them to document characteristics of post-delivery activities to be provided.	DO	DN	NA	
337	Expect them to maintain and control documents defining post-delivery characteristics.	DO	DN	NA	
338	Expect them to document the post-delivery results that they expect to achieve.	DO	DN	NA	
339	Expect them to maintain and control documents defining expected post-delivery results.	DO	DN	NA	
340	Expect them to use suitable monitoring and measurement resources to control post-delivery.	DO	DN	NA	
341	Expect them to verify that post-delivery process control criteria have been met.	DO	DN	NA	
342	Expect them to verify that post-delivery output criteria have been met.	DO	DN	NA	
343	Expect them to verify that acceptance criteria for post-delivery have been met.	DO	DN	NA	
344	Expect them to verify acceptance before post-delivery outputs are released.	DO	DN	NA	
345	Expect them to use a suitable process environment to control post-delivery activities.	DO	DN	NA	
346	Expect them to use a suitable infrastructure to control post-delivery activities.	DO	DN	NA	
347	Expect them to use competent qualified personnel to control post-delivery activities.	DO	DN	NA	
348	Expect them to take action to prevent human error during post-delivery activities.	DO	DN	NA	
349	Expect managers to identify and control nonconforming outputs.	DO	DN	NA	
350	Expect managers to evaluate nonconforming outputs.	DO	DN	NA	
351	Expect them to consider the nature of nonconforming output and to evaluate its effect.	DO	DN	NA	
352	Expect them to consider suspending or delaying the provision of products or services.	DO	DN	NA	
353	Expect them to consider correcting, containing, or segregating nonconforming outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 75

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

354	Expect them to consider scrapping, discarding, or destroying nonconforming outputs.	DO	DN	NA	
355	Expect them to consider getting authorization to accept outputs under concession.	DO	DN	NA	
356	Expect them to consider telling customers about your nonconforming outputs.	DO	DN	NA	
357	Expect them to consider asking for the return of nonconforming products.	DO	DN	NA	
358	Expect managers to take action to control nonconforming outputs.	DO	DN	NA	
359	Expect them to prevent the unintended use or delivery of nonconforming outputs.	DO	DN	NA	
360	Expect them to control nonconforming outputs that occur before outputs are delivered.	DO	DN	NA	
361	Expect them to control nonconforming outputs by correcting or containing them.	DO	DN	NA	
362	Expect them to verify conformity whenever nonconforming outputs are corrected.	DO	DN	NA	
363	Expect them to control nonconforming outputs by getting approval to accept them.	DO	DN	NA	
364	Expect them to get authorization from the customer or relevant authority.	DO	DN	NA	
365	Expect them to accept the repair or use-as-is of nonconforming outputs only after approval has been received from an authorized representative of the organization responsible for designing the output and only after the customer has authorized acceptance.	DO	DN	NA	
366	Expect managers to ask the customer to accept the nonconformity whenever it results in a departure from contractual requirements.	DO	DN	NA	
367	Expect them to control nonconforming outputs by scrapping or destroying them.	DO	DN	NA	
368	Expect them to control nonconforming outputs that are “dispositioned for scrap”.	DO	DN	NA	
369	Expect them to control scrapped outputs until they’re made physically unusable.	DO	DN	NA	
370	Expect them to use output markings that are permanent and conspicuous.	DO	DN	NA	
371	Expect them to control nonconforming outputs that are or could be counterfeit.	DO	DN	NA	
372	Expect them to prevent counterfeit parts from reentering the supply chain.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 76

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

373	Expect them to control nonconforming outputs that occur during output delivery.	DO	DN	NA	
374	Expect them to control nonconforming outputs that occur after output delivery.	DO	DN	NA	
375	Expect managers to document nonconforming process outputs.	DO	DN	NA	
376	Expect managers to document the actions and decisions taken to prevent the unintended use or delivery of nonconforming outputs.	DO	DN	NA	
377	Expect them to identify the people who make the decisions and who authorize remedial action (including any concessions that are obtained).	DO	DN	NA	
378	Expect them to retain documents describing nonconforming outputs and actions.	DO	DN	NA	
379	Expect them to control documents describing nonconforming outputs and actions.	DO	DN	NA	
380	Expect managers to submit process performance reports.	DO	DN	NA	

#### 3.3 EXPECT PERSONNEL TO CARRY OUT PROCESS OPERATIONS

##### 3.3.1 EXPECT PERSONNEL TO FOCUS ON PROCESS CUSTOMERS

381	Expect personnel to identify customer needs and expectations.	DO	DN	NA	
382	Expect personnel to identify customer assumptions and perceptions.	DO	DN	NA	
383	Expect personnel to understand customer needs and expectations.	DO	DN	NA	
384	Expect personnel to understand customer assumptions and perceptions.	DO	DN	NA	
385	Expect personnel to meet relevant customer needs and expectations.	DO	DN	NA	
386	Expect personnel to focus on enhancing customer satisfaction.	DO	DN	NA	

##### 3.3.2 EXPECT PERSONNEL TO HANDLE RISKS AND OPPORTUNITIES

387	Expect personnel to identify their risks and opportunities.	DO	DN	NA	
388	Expect personnel to identify risks and opportunities related to outputs.	DO	DN	NA	
389	Expect them to identify the risks that could negatively influence their ability to provide compliant outputs to process customers.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 77

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

390	Expect them to identify the opportunities that could possibly enhance their ability to provide compliant outputs to process customers.	DO	DN	NA	
391	Expect personnel to identify risks and opportunities related to customer satisfaction.	DO	DN	NA	
392	Expect them to identify risks that could influence their ability to satisfy customers.	DO	DN	NA	
393	Expect them to identify opportunities that could enhance their ability to satisfy customers.	DO	DN	NA	
394	Expect personnel to address their risks and opportunities.	DO	DN	NA	
395	Expect personnel to address risks and opportunities related to outputs.	DO	DN	NA	
396	Expect them to address the risks that could negatively influence their ability to provide compliant outputs to process customers.	DO	DN	NA	
397	Expect them to address the opportunities that could enhance their ability to provide compliant outputs to process customers.	DO	DN	NA	
398	Expect personnel to address risks and opportunities related to customer satisfaction.	DO	DN	NA	
399	Expect them to address risks that could influence their ability to satisfy customers.	DO	DN	NA	
400	Expect them to address opportunities that could enhance their ability to satisfy customers.	DO	DN	NA	

#### 3.3.3 EXPECT PERSONNEL TO IMPLEMENT POLICIES AND PROCEDURES

401	Expect personnel to apply process policies.	DO	DN	NA	
402	Expect them to apply safety policies.	DO	DN	NA	
403	Expect them to apply quality policies.	DO	DN	NA	
404	Expect them to apply security policies.	DO	DN	NA	
405	Expect them to apply business policies.	DO	DN	NA	
406	Expect them to apply continuity policies.	DO	DN	NA	
407	Expect them to apply environmental policies.	DO	DN	NA	
408	Expect personnel to apply process procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 78

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

409	Expect them to apply safety procedures.	DO	DN	NA	
410	Expect them to apply quality procedures.	DO	DN	NA	
411	Expect them to apply security procedures.	DO	DN	NA	
412	Expect them to apply business procedures.	DO	DN	NA	
413	Expect them to apply continuity procedures.	DO	DN	NA	
414	Expect them to apply environmental procedures.	DO	DN	NA	

#### 3.3.4 EXPECT PERSONNEL TO COMPLY WITH ALL RELEVANT REQUIREMENTS

415	Expect personnel to determine relevant requirements.	DO	DN	NA	
416	Expect them to identify customer requirements.	DO	DN	NA	
417	Expect them to identify legal requirements.	DO	DN	NA	
418	Expect them to identify statutory requirements.	DO	DN	NA	
419	Expect them to identify regulatory requirements.	DO	DN	NA	
420	Expect personnel to meet all relevant requirements.	DO	DN	NA	
421	Expect them to meet customer requirements.	DO	DN	NA	
422	Expect them to provide products that meet customer requirements.	DO	DN	NA	
423	Expect them to deliver services that meet customer requirements.	DO	DN	NA	
424	Expect them to meet legal requirements.	DO	DN	NA	
425	Expect them to provide products that meet legal requirements.	DO	DN	NA	
426	Expect them to deliver services that meet legal requirements.	DO	DN	NA	

#### 3.3.5 EXPECT PERSONNEL TO TAKE APPROPRIATE ACTION WHEN NECESSARY

427	Expect personnel to take action when planned results aren't being achieved.	DO	DN	NA	
428	Expect personnel to take action when planned results won't be achieved.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 79

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 3. OPERATE PROCESS

#### 3.3.6 EXPECT PERSONNEL TO CONTROL PROCESS DOCUMENTS AND RECORDS

429	Expect personnel to retain and control process documents.	DO	DN	NA
430	Expect personnel to maintain and control process records.	DO	DN	NA

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 3

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 80

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

#### 4.1 PROVIDE THE RESOURCES NEEDED TO MAINTAIN PROCESS

##### 4.1.1 PROVIDE THE EXPERTISE NEEDED TO MAINTAIN YOUR PROCESS

1	Provide the managers needed to maintain your process.	DO	DN	NA	
2	Acquire the knowledge that managers need in order to support process maintenance and achieve conformity of outputs.	DO	DN	NA	
3	Consider internal sources of knowledge about managing process maintenance.	DO	DN	NA	
4	Consider external sources of knowledge about managing process maintenance.	DO	DN	NA	
5	Share the knowledge that managers need so that they can support process maintenance and achieve conformity of outputs.	DO	DN	NA	
6	Deliver suitable training and awareness programmes to the people that manage process maintenance activities.	DO	DN	NA	
7	Provide the personnel needed to maintain your process.	DO	DN	NA	
8	Acquire the knowledge that personnel need in order to maintain process and achieve conformity of outputs.	DO	DN	NA	
9	Consider internal sources of knowledge about process maintenance.	DO	DN	NA	
10	Consider external sources of knowledge about process maintenance.	DO	DN	NA	
11	Share the knowledge that personnel need in order to maintain process and achieve conformity of outputs.	DO	DN	NA	
12	Deliver suitable training and awareness programmes for your process maintenance personnel.	DO	DN	NA	

##### 4.1.2 PROVIDE THE TECHNOLOGY NEEDED TO MAINTAIN YOUR PROCESS

13	Provide the software needed to maintain your process.	DO	DN	NA	
14	Provide the software needed to support process maintenance and achieve conformity of outputs.	DO	DN	NA	
15	Provide the hardware needed to maintain your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 81

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

16	Provide the hardware needed to support process maintenance and achieve conformity of outputs.	DO	DN	NA	
----	---	----	----	----	--

#### 4.1.3 PROVIDE THE INFRASTRUCTURE NEEDED TO MAINTAIN YOUR PROCESS

17	Provide the infrastructure needed to support process maintenance and achieve conformity of outputs.	DO	DN	NA	
----	---	----	----	----	--

#### 4.2 USE AUTHORIZED METHODS TO MAINTAIN YOUR PROCESS

##### 4.2.1 USE AUTHORIZED METHODS TO MAINTAIN PROCESS DOCUMENTS

18	Maintain documents that describe how your process should be carried out.	DO	DN	NA	
19	Maintain documents that show how process operations should be carried out.	DO	DN	NA	
20	Maintain documents that show how process maintenance should be carried out.	DO	DN	NA	
21	Maintain documents that show how process monitoring should be carried out.	DO	DN	NA	
22	Maintain documents that show how process measurement should be carried out.	DO	DN	NA	
23	Maintain documents that show how process control should be carried out.	DO	DN	NA	
24	Maintain documents that show how process evaluation should be carried out.	DO	DN	NA	
25	Maintain documents that show how process audits should be carried out.	DO	DN	NA	
26	Maintain documents that show how process reviews should be carried out.	DO	DN	NA	
27	Maintain documents that show how process modification should be carried out.	DO	DN	NA	
28	Maintain documents that show how process correction should be carried out.	DO	DN	NA	
29	Maintain documents that show how process improvement should be carried out.	DO	DN	NA	

##### 4.2.2 USE AUTHORIZED METHODS TO MAINTAIN PROCESS RECORDS

30	Maintain a record that describes the scope of your process.	DO	DN	NA	
31	Maintain a record of process responsibilities and authorities.	DO	DN	NA	
32	Maintain a record of personnel performance and competence.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 82

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

33	Retain your documentation and use it as evidence to show that your process personnel are in fact competent.	DO	DN	NA	
34	Maintain a record showing that process is performing as planned.	DO	DN	NA	
35	Maintain records that show that process operations are being carried out as planned.	DO	DN	NA	
36	Maintain records that show that process maintenance is being carried out as planned.	DO	DN	NA	
37	Maintain records that show that process monitoring is being carried out as planned.	DO	DN	NA	
38	Maintain records that show that process measurement is being carried out as planned.	DO	DN	NA	
39	Maintain records that show that process control is being carried out as planned.	DO	DN	NA	
40	Maintain records that show that process evaluation is being carried out as planned.	DO	DN	NA	
41	Maintain records that show that process audits are being carried out as planned.	DO	DN	NA	
42	Maintain records that show that process reviews are being carried out as planned.	DO	DN	NA	
43	Maintain records that show that process modification is being carried out as planned.	DO	DN	NA	
44	Maintain records that show that process corrections are being carried out as planned.	DO	DN	NA	
45	Maintain records that show that process improvements are being carried out as planned.	DO	DN	NA	

#### 4.2.3 USE AUTHORIZED METHODS TO MAINTAIN PROCESS PROPERTY

46	Maintain process property owned by your customers and suppliers that is needed to achieve conformity of outputs.	DO	DN	NA	
47	Identify property belonging to customers and external providers.	DO	DN	NA	
48	Verify property belonging to customers and external providers.	DO	DN	NA	
49	Protect property belonging to customers and external providers.	DO	DN	NA	
50	Be careful with other people's property while it is being used by your organization or while it is under its control.	DO	DN	NA	
51	Safeguard other people's property whenever your process intends to use or incorporate it into its outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 83

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

52	Report property belonging to your customers and external providers.	DO	DN	NA	
53	Report lost or damaged property to customers and external providers.	DO	DN	NA	
54	Report unsuitable property to customers and external providers.	DO	DN	NA	
55	Document property belonging to your customers and external providers.	DO	DN	NA	
56	Document the status of external property that is lost, damaged, or unsuitable.	DO	DN	NA	
57	Control and retain records documenting lost, damaged, or unsuitable property.	DO	DN	NA	
58	Maintain process property owned by your process that is needed to achieve conformity of process outputs.	DO	DN	NA	
59	Maintain equipment that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
60	Maintain software that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
61	Maintain tools that your process needs in order to achieve conformity of outputs.	DO	DN	NA	

#### 4.2.4 USE AUTHORIZED METHODS TO MAINTAIN PROCESS PROCEDURES

62	Use authorized methods to maintain process management procedures.	DO	DN	NA	
63	Use authorized methods to maintain process control procedures.	DO	DN	NA	
64	Use authorized methods to maintain process operation procedures.	DO	DN	NA	
65	Use authorized methods to maintain process maintenance procedures.	DO	DN	NA	
66	Use authorized methods to maintain process monitoring procedures.	DO	DN	NA	
67	Use authorized methods to maintain process feedback procedures.	DO	DN	NA	
68	Use authorized methods to maintain process measurement procedures.	DO	DN	NA	
69	Use authorized methods to maintain equipment calibration procedures.	DO	DN	NA	
70	Use authorized methods to maintain process evaluation procedures.	DO	DN	NA	
71	Use authorized methods to maintain process audit procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 84

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

72	Use authorized methods to maintain process review procedures.	DO	DN	NA	
73	Use authorized methods to maintain process modification procedures.	DO	DN	NA	
74	Use authorized methods to maintain process correction procedures.	DO	DN	NA	
75	Use authorized methods to maintain process improvement procedures.	DO	DN	NA	

#### 4.2.5 USE AUTHORIZED METHODS TO MAINTAIN PROCESS PROGRAMMES

76	Use authorized methods to maintain process management programmes.	DO	DN	NA	
77	Use authorized methods to maintain risk management programme.	DO	DN	NA	
78	Use authorized methods to maintain safety management programme.	DO	DN	NA	
79	Use authorized methods to maintain quality management programme.	DO	DN	NA	
80	Use authorized methods to maintain configuration management programme.	DO	DN	NA	
81	Use authorized methods to maintain security management programme.	DO	DN	NA	
82	Use authorized methods to maintain personnel security management programme.	DO	DN	NA	
83	Use authorized methods to maintain information security management programme.	DO	DN	NA	
84	Use authorized methods to maintain component security management programme.	DO	DN	NA	
85	Use authorized methods to maintain counterfeit parts management programme.	DO	DN	NA	
86	Use authorized methods to maintain supplier management programme.	DO	DN	NA	
87	Use authorized methods to maintain environmental management programme.	DO	DN	NA	
88	Use authorized methods to maintain business continuity management programme.	DO	DN	NA	

#### 4.2.6 USE AUTHORIZED METHODS TO MAINTAIN PROCESS COMPETENCE

89	Share information and knowledge with process personnel.	DO	DN	NA	
90	Make sure that they are aware of process policies.	DO	DN	NA	
91	Make sure that they are aware of process objectives.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 85

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

92	Make sure that they are aware of process procedures.	DO	DN	NA	
93	Make sure that they are aware of process documents and records.	DO	DN	NA	
94	Make sure that personnel stay abreast of all relevant changes.	DO	DN	NA	
95	Make sure that they are aware of the contribution they make.	DO	DN	NA	
96	Make sure that they understand how they affect process performance.	DO	DN	NA	
97	Make sure that they understand how they influence process outputs.	DO	DN	NA	
98	Make sure that they understand how they affect output quality.	DO	DN	NA	
99	Make sure that they understand how they affect output safety.	DO	DN	NA	
100	Make sure that they understand how they affect output security.	DO	DN	NA	
101	Make sure that they are aware of all relevant requirements.	DO	DN	NA	
102	Explain why compliance is important to your process.	DO	DN	NA	
103	Explain why they need to meet all relevant requirements.	DO	DN	NA	
104	Explain why they need to meet all output requirements.	DO	DN	NA	
105	Explain why they need to meet all process requirements.	DO	DN	NA	
106	Make sure that they are aware of how they can help.	DO	DN	NA	
107	Explain how they can help enhance process effectiveness.	DO	DN	NA	
108	Explain why it's important to improve process performance.	DO	DN	NA	
109	Acquire competence whenever shortcomings are discovered.	DO	DN	NA	
110	Acquire the necessary competence whenever process personnel fail to meet process competence requirements.	DO	DN	NA	
111	Consider helping your personnel to improve.	DO	DN	NA	
112	Consider providing suitable training.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 86

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

113	Consider offering mentoring services.	DO	DN	NA	
114	Consider hiring competent people.	DO	DN	NA	
115	Consider hiring competent employees.	DO	DN	NA	
116	Consider hiring competent contractors.	DO	DN	NA	
117	Consider reassigning unsuitable personnel.	DO	DN	NA	
118	Maintain the process knowledge that has been acquired.	DO	DN	NA	
119	Consider the need to protect and preserve lessons learned.	DO	DN	NA	
120	Consider the need to protect and preserve intellectual property.	DO	DN	NA	

#### 4.2.7 USE AUTHORIZED METHODS TO MAINTAIN PROCESS TECHNOLOGIES

121	Maintain technology used to perform process operations.	DO	DN	NA	
122	Maintain tools used to perform process operations.	DO	DN	NA	
123	Define storage requirements for tools used for process operations.	DO	DN	NA	
124	Define how and when to check the status of tools used for process operations.	DO	DN	NA	
125	Maintain equipment used to perform process operations.	DO	DN	NA	
126	Define storage requirements for equipment used for process operations.	DO	DN	NA	
127	Define how and when to check the status of equipment used for process operations.	DO	DN	NA	
128	Maintain software used to perform process operations.	DO	DN	NA	
129	Define how and when to check the status of software used for process operations.	DO	DN	NA	
130	Maintain technology used to automate process operations.	DO	DN	NA	
131	Maintain tools used to automate process operations.	DO	DN	NA	
132	Define storage requirements for tools used to automate process operations.	DO	DN	NA	
133	Define how and when to check the status of tools used to automate process operations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 87

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

134	Maintain equipment used to automate process operations.	DO	DN	NA	
135	Define storage requirements for equipment used to automate process operations.	DO	DN	NA	
136	Define how and when to check the status of equipment used for automation.	DO	DN	NA	
137	Maintain software used to automate process operations.	DO	DN	NA	
138	Define how and when to check the status of software used for automation.	DO	DN	NA	
139	Maintain technology used to control process operations.	DO	DN	NA	
140	Maintain tools used to control process operations.	DO	DN	NA	
141	Define storage requirements for tools used to control process operations.	DO	DN	NA	
142	Define how and when to check the status of tools used to control process operations.	DO	DN	NA	
143	Maintain equipment used to control process operations.	DO	DN	NA	
144	Define storage requirements for equipment used to control process operations.	DO	DN	NA	
145	Define how and when to check the status of process control equipment.	DO	DN	NA	
146	Maintain software used to control process operations.	DO	DN	NA	
147	Define how and when to check the status of software used to control process operations.	DO	DN	NA	
148	Maintain technology used to monitor process operations.	DO	DN	NA	
149	Maintain tools used to monitor process operations.	DO	DN	NA	
150	Define storage requirements for tools used to monitor process operations.	DO	DN	NA	
151	Define how and when to check the status of tools used to monitor process operations.	DO	DN	NA	
152	Maintain equipment used to monitor process operations.	DO	DN	NA	
153	Define storage requirements for equipment used to monitor process operations.	DO	DN	NA	
154	Define how and when to check the status of process monitoring equipment.	DO	DN	NA	
155	Maintain software used to monitor process operations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 88

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

156	Define how and when to check the status of software used to monitor process operations.	DO	DN	NA	
157	Maintain technology used to measure process operations.	DO	DN	NA	
158	Maintain software used to measure process operations.	DO	DN	NA	
159	Define how and when to check the status of software used to measure process operations.	DO	DN	NA	
160	Maintain tools used to measure process operations.	DO	DN	NA	
161	Define storage requirements for tools used to measure process operations.	DO	DN	NA	
162	Define how and when to check the status of tools used to measure process operations.	DO	DN	NA	
163	Maintain equipment used to measure process operations.	DO	DN	NA	
164	Define storage requirements for equipment used to measure process operations.	DO	DN	NA	
165	Define how and when to check the status of process measuring equipment.	DO	DN	NA	
166	Establish an identification system for measurement equipment.	DO	DN	NA	
167	Use it to ensure that your equipment calibration status is always clear.	DO	DN	NA	
168	Verify or calibrate your process measurement equipment.	DO	DN	NA	
169	Verify or calibrate equipment under suitable conditions.	DO	DN	NA	
170	Verify or calibrate your equipment at planned intervals or prior to use.	DO	DN	NA	
171	Verify or calibrate your equipment against measurement standards that are traceable to national or international measurement standards.	DO	DN	NA	
172	Document your verification and calibration methods whenever national or international measurement standards do not exist.	DO	DN	NA	
173	Control your verification and calibration documents.	DO	DN	NA	
174	Retain your verification and calibration documents.	DO	DN	NA	
175	Safeguard your process measurement equipment.	DO	DN	NA	
176	Protect your calibration status and measurement results.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 89

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 4. MAINTAIN PROCESS

177	Protect measurement equipment from damage or deterioration.	DO	DN	NA	
178	Protect measurement equipment from unauthorized adjustment.	DO	DN	NA	
179	Evaluate the validity of previous measurement results whenever you discover that measurement equipment is unfit for its intended purpose.	DO	DN	NA	
180	Take corrective action whenever you discover that your measurement equipment is unfit for its intended purpose.	DO	DN	NA	

#### 4.2.8 USE AUTHORIZED METHODS TO MAINTAIN PROCESS INFRASTRUCTURE

181	Maintain the infrastructure that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
182	Maintain the facilities that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
183	Maintain the utilities that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
184	Maintain the services that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
185	Maintain the technologies that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
186	Maintain the hardware that your process needs in order to achieve conformity of outputs.	DO	DN	NA	
187	Maintain the software that your process needs in order to achieve conformity of outputs.	DO	DN	NA	

#### 4.2.9 USE AUTHORIZED METHODS TO MAINTAIN PROCESS COMMUNICATIONS

188	Use authorized methods to maintain internal process communications.	DO	DN	NA	
189	Use authorized methods to maintain external process communications.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 4

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 90

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

#### 5.1 PLAN HOW YOU'RE GOING TO MEASURE YOUR PROCESS

##### 5.1.1 FIGURE OUT WHAT NEEDS TO BE MEASURED

1	Figure out what kind of process activities need to be measured.	DO	DN	NA	
2	Figure out what kind of process characteristics need to be measured.	DO	DN	NA	
3	Figure out what kind of inputs and outputs need to be measured.	DO	DN	NA	
4	Figure out what kind of output characteristics need to be measured.	DO	DN	NA	
5	Figure out what kind of input characteristics need to be measured.	DO	DN	NA	

##### 5.1.2 FIGURE OUT HOW MEASUREMENTS WILL BE DONE

6	Plan how you're going to measure process elements.	DO	DN	NA	
7	Plan how you're going to measure your process outputs.	DO	DN	NA	
8	Plan how you're going to measure your outputs against expectations.	DO	DN	NA	
9	Plan how you're going to measure how well outputs implement plans.	DO	DN	NA	
10	Plan how you're going to measure how well outputs achieve objectives.	DO	DN	NA	
11	Plan how you're going to measure how well outputs meet requirements.	DO	DN	NA	
12	Plan how you're going to measure how well outputs comply with policies.	DO	DN	NA	
13	Plan how you're going to measure your process inputs.	DO	DN	NA	
14	Plan how you're going to measure your inputs against expectations.	DO	DN	NA	
15	Plan how you're going to measure how well inputs implement plans.	DO	DN	NA	
16	Plan how you're going to measure how well inputs achieve objectives.	DO	DN	NA	
17	Plan how you're going to measure how well inputs meet requirements.	DO	DN	NA	
18	Plan how you're going to measure how well inputs comply with policies.	DO	DN	NA	
19	Plan how you're going to measure your process activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 91

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

20	Plan how you're going to measure process management activities.	DO	DN	NA	
21	Plan how to measure how well process management activities meet expectations.	DO	DN	NA	
22	Plan how to measure how well process management activities apply policies.	DO	DN	NA	
23	Plan how to measure how well process management activities implement plans.	DO	DN	NA	
24	Plan how to measure how well process management activities follow procedures.	DO	DN	NA	
25	Plan how to measure how well process management activities achieve objectives.	DO	DN	NA	
26	Plan how to measure how well process management activities comply with requirements.	DO	DN	NA	
27	Plan how you're going to measure process operating activities.	DO	DN	NA	
28	Plan how to measure how well process operating activities meet expectations.	DO	DN	NA	
29	Plan how to measure how well process operating activities apply policies.	DO	DN	NA	
30	Plan how to measure how well process operating activities implement plans.	DO	DN	NA	
31	Plan how to measure how well process operating activities follow procedures.	DO	DN	NA	
32	Plan how to measure how well process operating activities achieve objectives.	DO	DN	NA	
33	Plan how to measure how well process operating activities comply with requirements.	DO	DN	NA	
34	Plan how you're going to measure process maintenance activities.	DO	DN	NA	
35	Plan how to measure how well process maintenance activities meet expectations.	DO	DN	NA	
36	Plan how to measure how well process maintenance activities apply policies.	DO	DN	NA	
37	Plan how to measure how well process maintenance activities implement plans.	DO	DN	NA	
38	Plan how to measure how well process maintenance activities follow procedures.	DO	DN	NA	
39	Plan how to measure how well process maintenance activities achieve objectives.	DO	DN	NA	
40	Plan how to measure how well process maintenance activities comply with requirements.	DO	DN	NA	
41	Plan how you're going to measure process monitoring activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 92

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

42	Plan how to measure how well process monitoring activities meet expectations.	DO	DN	NA	
43	Plan how to measure how well process monitoring activities apply policies.	DO	DN	NA	
44	Plan how to measure how well process monitoring activities implement plans.	DO	DN	NA	
45	Plan how to measure how well process monitoring activities follow procedures.	DO	DN	NA	
46	Plan how to measure how well process monitoring activities achieve objectives.	DO	DN	NA	
47	Plan how to measure how well process monitoring activities comply with requirements.	DO	DN	NA	
48	Plan how you're going to measure process measurement activities.	DO	DN	NA	
49	Plan how to measure how well process measurement activities meet expectations.	DO	DN	NA	
50	Plan how to measure how well process measurement activities apply policies.	DO	DN	NA	
51	Plan how to measure how well process measurement activities implement plans.	DO	DN	NA	
52	Plan how to measure how well process measurement activities follow procedures.	DO	DN	NA	
53	Plan how to measure how well process measurement activities achieve objectives.	DO	DN	NA	
54	Plan how to measure how well process measurement activities comply with requirements.	DO	DN	NA	
55	Plan how you're going to measure process control activities.	DO	DN	NA	
56	Plan how to measure how well process control activities meet expectations.	DO	DN	NA	
57	Plan how to measure how well process control activities apply policies.	DO	DN	NA	
58	Plan how to measure how well process control activities implement plans.	DO	DN	NA	
59	Plan how to measure how well process control activities follow procedures.	DO	DN	NA	
60	Plan how to measure how well process control activities achieve objectives.	DO	DN	NA	
61	Plan how to measure how well process control activities comply with requirements.	DO	DN	NA	
62	Plan how you're going to measure process evaluation activities.	DO	DN	NA	
63	Plan how you're going to measure process audit activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 93

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

64	Plan how to measure how well process audit activities meet expectations.	DO	DN	NA	
65	Plan how to measure how well process audit activities apply policies.	DO	DN	NA	
66	Plan how to measure how well process audit activities implement plans.	DO	DN	NA	
67	Plan how to measure how well process audit activities follow procedures.	DO	DN	NA	
68	Plan how to measure how well process audit activities achieve objectives.	DO	DN	NA	
69	Plan how to measure how well process audit activities comply with requirements.	DO	DN	NA	
70	Plan how you're going to measure process review activities.	DO	DN	NA	
71	Plan how to measure how well process review activities meet expectations.	DO	DN	NA	
72	Plan how to measure how well process review activities apply policies.	DO	DN	NA	
73	Plan how to measure how well process review activities implement plans.	DO	DN	NA	
74	Plan how to measure how well process review activities follow procedures.	DO	DN	NA	
75	Plan how to measure how well process review activities achieve objectives.	DO	DN	NA	
76	Plan how to measure how well process review activities comply with requirements.	DO	DN	NA	
77	Plan how you're going to measure process modification activities.	DO	DN	NA	
78	Plan how you're going to measure process correction activities.	DO	DN	NA	
79	Plan how to measure how well process correction activities meet expectations.	DO	DN	NA	
80	Plan how to measure how well process correction activities apply policies.	DO	DN	NA	
81	Plan how to measure how well process correction activities implement plans.	DO	DN	NA	
82	Plan how to measure how well process correction activities follow procedures.	DO	DN	NA	
83	Plan how to measure how well process correction activities achieve objectives.	DO	DN	NA	
84	Plan how to measure how well process correction activities comply with requirements.	DO	DN	NA	
85	Plan how you're going to measure process improvement activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 94

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

86	Plan how to measure how well process improvement activities meet expectations.	DO	DN	NA	
87	Plan how to measure how well process improvement activities apply policies.	DO	DN	NA	
88	Plan how to measure how well process improvement activities implement plans.	DO	DN	NA	
89	Plan how to measure how well process improvement activities follow procedures.	DO	DN	NA	
90	Plan how to measure how well process improvement activities achieve objectives.	DO	DN	NA	
91	Plan how to measure how well process improvement activities comply with requirements.	DO	DN	NA	
92	Plan how you're going to measure customer satisfaction.	DO	DN	NA	
93	Learn how your process customers feel about your process outputs.	DO	DN	NA	
94	Figure out how to gather information about customer satisfaction.	DO	DN	NA	
95	Figure out how to learn about customer satisfaction by doing customer surveys.	DO	DN	NA	
96	Figure out how to learn about customer satisfaction by using face-to-face meetings.	DO	DN	NA	
97	Figure out how to learn about customer satisfaction by studying customer feedback.	DO	DN	NA	
98	Figure out how to use information to evaluate customer satisfaction.	DO	DN	NA	
99	Figure out how to use output information to evaluate customer satisfaction.	DO	DN	NA	
100	Figure out how to use delivery information to evaluate customer satisfaction.	DO	DN	NA	
101	Figure out how to use post-delivery information to evaluate customer satisfaction.	DO	DN	NA	
102	Figure out how to use corrective action information to evaluate customer satisfaction.	DO	DN	NA	

#### 5.1.3 FIGURE OUT WHO WILL PERFORM MEASUREMENT TASKS

103	Allocate responsibility and authority for measuring customer satisfaction.	DO	DN	NA	
104	Allocate responsibility and authority for carrying out customer surveys.	DO	DN	NA	
105	Allocate responsibility and authority for meeting with process customers.	DO	DN	NA	
106	Allocate responsibility and authority for studying feedback from customers.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 95

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

107	Allocate responsibility and authority for measuring process elements.	DO	DN	NA	
108	Allocate responsibility and authority for measuring process outputs.	DO	DN	NA	
109	Allocate responsibility and authority for measuring process inputs.	DO	DN	NA	
110	Allocate responsibility and authority for measuring process activities.	DO	DN	NA	
111	Allocate responsibility and authority for measuring process control activities and results.	DO	DN	NA	
112	Allocate responsibility and authority for measuring process operating activities and results.	DO	DN	NA	
113	Allocate responsibility and authority for measuring process maintenance activities and results.	DO	DN	NA	
114	Allocate responsibility and authority for measuring process measurement activities and results.	DO	DN	NA	
115	Allocate responsibility and authority for measuring process monitoring activities and results.	DO	DN	NA	
116	Allocate responsibility and authority for measuring process evaluation activities and results.	DO	DN	NA	
117	Allocate responsibility and authority for measuring process audit activities and results.	DO	DN	NA	
118	Allocate responsibility and authority for measuring process review activities and results.	DO	DN	NA	
119	Allocate responsibility and authority for measuring process modification activities and results.	DO	DN	NA	
120	Allocate responsibility and authority for measuring process correction activities and results.	DO	DN	NA	
121	Allocate responsibility and authority for measuring process improvement activities and results.	DO	DN	NA	

#### 5.2 QUALIFY THE RESOURCES NEEDED TO MEASURE PROCESS

122	Select measurement resources that are fit for purpose.	DO	DN	NA	
123	Select measurement resources that will yield valid and reliable results.	DO	DN	NA	
124	Select measurement resources that will ensure that outputs meet requirements.	DO	DN	NA	
125	Validate measurement resources before you use them.	DO	DN	NA	
126	Validate resources that are used to measure process.	DO	DN	NA	
127	Validate software before it is used to measure process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 96

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

128	Validate tools before they are used to measure process.	DO	DN	NA	
129	Validate equipment before it is used to measure process.	DO	DN	NA	

#### 5.3 PROVIDE THE RESOURCES NEEDED TO MEASURE PROCESS

##### 5.3.1 PROVIDE THE EXPERTISE NEEDED TO MEASURE YOUR PROCESS

130	Provide the expertise needed to ensure that measuring methods will yield valid and reliable results.	DO	DN	NA	
131	Provide the managers needed to measure your process.	DO	DN	NA	
132	Acquire the knowledge that process managers need to support process measurement activities.	DO	DN	NA	
133	Ensure that process managers get the knowledge they need to support measurement activities.	DO	DN	NA	
134	Deliver suitable training and awareness programmes for managers of process measurement activities.	DO	DN	NA	
135	Provide the personnel needed to measure your process.	DO	DN	NA	
136	Acquire the knowledge that personnel need to measure your process.	DO	DN	NA	
137	Consider internal sources of knowledge about process measurement.	DO	DN	NA	
138	Consider external sources of knowledge about process measurement.	DO	DN	NA	
139	Ensure that personnel get the knowledge they need to measure your process.	DO	DN	NA	
140	Deliver suitable training and awareness programmes for process measuring personnel.	DO	DN	NA	

##### 5.3.2 PROVIDE THE TECHNOLOGY NEEDED TO MEASURE YOUR PROCESS

141	Provide the technology needed to ensure that measurement methods yield valid and reliable results.	DO	DN	NA	
142	Provide the software needed to measure your process.	DO	DN	NA	
143	Provide the software needed to support process measurement activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 97

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

144	Provide the hardware needed to measure your process.	DO	DN	NA	
145	Provide the hardware needed to support process measurement activities.	DO	DN	NA	
146	Provide the tools and equipment needed to measure your process.	DO	DN	NA	

#### 5.3.3 PROVIDE THE INFRASTRUCTURE NEEDED TO MEASURE YOUR PROCESS

147	Provide the infrastructure needed to ensure that measurement methods yield valid and reliable results.	DO	DN	NA	
148	Provide the infrastructure needed to support process measurement and achieve conformity of outputs.	DO	DN	NA	

#### 5.4 USE AUTHORIZED METHODS TO MEASURE YOUR PROCESS

##### 5.4.1 USE AUTHORIZED METHODS TO MEASURE PROCESS ELEMENTS

149	Use authorized methods to measure process outputs.	DO	DN	NA	
150	Measure your outputs against expectations.	DO	DN	NA	
151	Measure how well outputs meet requirements.	DO	DN	NA	
152	Measure how well outputs achieve objectives.	DO	DN	NA	
153	Measure how well outputs implement plans.	DO	DN	NA	
154	Use authorized methods to measure process inputs.	DO	DN	NA	
155	Measure your inputs against expectations.	DO	DN	NA	
156	Measure how well inputs meet requirements.	DO	DN	NA	
157	Measure how well inputs achieve objectives.	DO	DN	NA	
158	Measure how well inputs implement plans.	DO	DN	NA	
159	Use authorized methods to measure process activities.	DO	DN	NA	
160	Use authorized methods to measure process operating activities.	DO	DN	NA	
161	Measure how well process operating activities meet expectations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 98

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

162	Measure how well process operating activities apply policies.	DO	DN	NA	
163	Measure how well process operating activities implement plans.	DO	DN	NA	
164	Measure how well process operating activities follow procedures.	DO	DN	NA	
165	Measure how well process operating activities achieve objectives.	DO	DN	NA	
166	Measure how well process operating activities comply with requirements.	DO	DN	NA	
167	Use authorized methods to measure process maintenance activities.	DO	DN	NA	
168	Measure how well process maintenance activities meet expectations.	DO	DN	NA	
169	Measure how well process maintenance activities apply policies.	DO	DN	NA	
170	Measure how well process maintenance activities implement plans.	DO	DN	NA	
171	Measure how well process maintenance activities follow procedures.	DO	DN	NA	
172	Measure how well process maintenance activities achieve objectives.	DO	DN	NA	
173	Measure how well process maintenance activities comply with requirements.	DO	DN	NA	
174	Use authorized methods to measure process measurement activities.	DO	DN	NA	
175	Measure how well process measurement activities meet expectations.	DO	DN	NA	
176	Measure how well process measurement activities apply policies.	DO	DN	NA	
177	Measure how well process measurement activities implement plans.	DO	DN	NA	
178	Measure how well process measurement activities follow procedures.	DO	DN	NA	
179	Measure how well process measurement activities achieve objectives.	DO	DN	NA	
180	Measure how well process measurement activities comply with requirements.	DO	DN	NA	
181	Use authorized methods to measure process monitoring activities.	DO	DN	NA	
182	Measure how well process monitoring activities meet expectations.	DO	DN	NA	
183	Measure how well process monitoring activities apply policies.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 99

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

184	Measure how well process monitoring activities implement plans.	DO	DN	NA	
185	Measure how well process monitoring activities follow procedures.	DO	DN	NA	
186	Measure how well process monitoring activities achieve objectives.	DO	DN	NA	
187	Measure how well process monitoring activities comply with requirements.	DO	DN	NA	
188	Use authorized methods to measure process control activities.	DO	DN	NA	
189	Measure how well process control activities meet expectations.	DO	DN	NA	
190	Measure how well process control activities apply policies.	DO	DN	NA	
191	Measure how well process control activities implement plans.	DO	DN	NA	
192	Measure how well process control activities follow procedures.	DO	DN	NA	
193	Measure how well process control activities achieve objectives.	DO	DN	NA	
194	Measure how well process control activities comply with requirements.	DO	DN	NA	
195	Use authorized methods to measure process evaluation activities.	DO	DN	NA	
196	Use authorized methods to measure process audit activities.	DO	DN	NA	
197	Measure how well process audit activities meet expectations.	DO	DN	NA	
198	Measure how well process audit activities apply policies.	DO	DN	NA	
199	Measure how well process audit activities implement plans.	DO	DN	NA	
200	Measure how well process audit activities follow procedures.	DO	DN	NA	
201	Measure how well process audit activities achieve objectives.	DO	DN	NA	
202	Measure how well process audit activities comply with requirements.	DO	DN	NA	
203	Use authorized methods to measure process review activities.	DO	DN	NA	
204	Measure how well process review activities meet expectations.	DO	DN	NA	
205	Measure how well process review activities apply policies.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 100

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

206	Measure how well process review activities implement plans.	DO	DN	NA	
207	Measure how well process review activities follow procedures.	DO	DN	NA	
208	Measure how well process review activities achieve objectives.	DO	DN	NA	
209	Measure how well process review activities comply with requirements.	DO	DN	NA	
210	Use authorized methods to measure process modification activities.	DO	DN	NA	
211	Use authorized methods to measure process correction activities.	DO	DN	NA	
212	Measure how well process correction activities meet expectations.	DO	DN	NA	
213	Measure how well process correction activities apply policies.	DO	DN	NA	
214	Measure how well process correction activities implement plans.	DO	DN	NA	
215	Measure how well process correction activities follow procedures.	DO	DN	NA	
216	Measure how well process correction activities achieve objectives.	DO	DN	NA	
217	Measure how well process correction activities comply with requirements.	DO	DN	NA	
218	Use authorized methods to measure process improvement activities.	DO	DN	NA	
219	Measure how well process improvement activities meet expectations.	DO	DN	NA	
220	Measure how well process improvement activities apply policies.	DO	DN	NA	
221	Measure how well process improvement activities implement plans.	DO	DN	NA	
222	Measure how well process improvement activities follow procedures.	DO	DN	NA	
223	Measure how well process improvement activities achieve objectives.	DO	DN	NA	
224	Measure how well process improvement activities comply with requirements.	DO	DN	NA	

#### 5.4.2 USE AUTHORIZED METHODS TO MEASURE PROCESS PERFORMANCE

225	Use authorized methods to measure the performance of process personnel.	DO	DN	NA	
226	Measure the competence and effectiveness of your process personnel.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 101

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

227	Measure the process knowledge and skill that has been acquired.	DO	DN	NA	
228	Measure how well process personnel meet process expectations.	DO	DN	NA	
229	Measure how well process personnel apply process policies.	DO	DN	NA	
230	Measure how well process personnel implement process plans.	DO	DN	NA	
231	Measure how well process personnel follow process procedures.	DO	DN	NA	
232	Measure how well process personnel meet process requirements.	DO	DN	NA	
233	Measure how well process personnel achieve process objectives.	DO	DN	NA	
234	Measure how well process personnel achieve safety objectives.	DO	DN	NA	
235	Measure how well process personnel achieve quality objectives.	DO	DN	NA	
236	Measure how well process personnel achieve security objectives.	DO	DN	NA	
237	Measure how well process personnel achieve business objectives.	DO	DN	NA	
238	Measure how well process personnel achieve technical objectives.	DO	DN	NA	
239	Measure how well process personnel achieve continuity objectives.	DO	DN	NA	
240	Measure how well process personnel achieve environmental objectives.	DO	DN	NA	
241	Use authorized methods to measure the performance of process management.	DO	DN	NA	
242	Use authorized methods to measure process management activities.	DO	DN	NA	
243	Measure how well process management activities meet expectations.	DO	DN	NA	
244	Measure how well process management activities apply policies.	DO	DN	NA	
245	Measure how well process management activities implement plans.	DO	DN	NA	
246	Measure how well process management activities follow procedures.	DO	DN	NA	
247	Measure how well process management activities meet requirements.	DO	DN	NA	
248	Measure how well process management activities achieve objectives.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 102

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

249	Measure how well process managers achieve safety objectives.	DO	DN	NA	
250	Measure how well process managers achieve quality objectives.	DO	DN	NA	
251	Measure how well process managers achieve security objectives.	DO	DN	NA	
252	Measure how well process managers achieve business objectives.	DO	DN	NA	
253	Measure how well process managers achieve technical objectives.	DO	DN	NA	
254	Measure how well process managers achieve continuity objectives.	DO	DN	NA	
255	Measure how well process managers achieve environmental objectives.	DO	DN	NA	
256	Use authorized methods to measure process management programmes.	DO	DN	NA	
257	Use authorized methods to measure your risk management programme.	DO	DN	NA	
258	Use authorized methods to measure your safety management programme.	DO	DN	NA	
259	Use authorized methods to measure your quality management programme.	DO	DN	NA	
260	Use authorized methods to measure configuration management programme.	DO	DN	NA	
261	Use authorized methods to measure your security management programme.	DO	DN	NA	
262	Use authorized methods to measure personnel security management programme.	DO	DN	NA	
263	Use authorized methods to measure information management programme.	DO	DN	NA	
264	Use authorized methods to measure component management programme.	DO	DN	NA	
265	Use authorized methods to measure counterfeit parts management programme.	DO	DN	NA	
266	Use authorized methods to measure your supplier management programme.	DO	DN	NA	
267	Use authorized methods to measure your environmental management programme.	DO	DN	NA	
268	Use authorized methods to measure your business continuity management programme.	DO	DN	NA	
269	Use authorized methods to measure external providers.	DO	DN	NA	
270	Use authorized criteria to measure the performance of external providers.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 103

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

271	Measure the performance of external process, product, and service providers.	DO	DN	NA	
272	Use data and criteria to measure the performance of your external providers.	DO	DN	NA	
273	Document performance measuring activities and retain these documents.	DO	DN	NA	
274	Control documents that describe your performance measuring activities.	DO	DN	NA	
275	Measure external process, product, and service verification activities.	DO	DN	NA	
276	Measure verifications whenever they are delegated to external providers.	DO	DN	NA	
277	Use authorized methods to measure internal providers.	DO	DN	NA	
278	Use authorized criteria to measure the performance of internal providers.	DO	DN	NA	

#### 5.5 CONTROL THE RESOURCES NEEDED TO MEASURE PROCESS

##### 5.5.1 CONTROL THE DOCUMENTS NEEDED TO MEASURE YOUR PROCESS

279	Control the procedures needed to measure your process and its outputs.	DO	DN	NA	
280	Control the instructions needed to measure your process and its outputs.	DO	DN	NA	
281	Control the manuals needed to measure your process and its outputs.	DO	DN	NA	

##### 5.5.2 CONTROL THE TECHNOLOGY NEEDED TO MEASURE YOUR PROCESS

282	Control the software needed to measure your process and its outputs.	DO	DN	NA	
283	Control the hardware needed to measure your process and its outputs.	DO	DN	NA	
284	Control the tools needed to measure your process and its outputs.	DO	DN	NA	
285	Control the equipment needed to measure your process and its outputs.	DO	DN	NA	

##### 5.5.3 CONTROL THE RECORDS NEEDED TO MEASURE YOUR PROCESS

286	Establish records for process measurement activities and resources.	DO	DN	NA	
287	Use records to control your process measuring activities and resources.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 104

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

288	Establish a register of process measurement activities and resources.	DO	DN	NA	
289	Use register to record the identity of measurement resources.	DO	DN	NA	
290	Use your register to describe the type or kind of resources being used.	DO	DN	NA	
291	Use your register to describe your test hardware and software.	DO	DN	NA	
292	Use your register to document automated test equipment (ATE).	DO	DN	NA	
293	Use your register to identify plotters used to produce verification data.	DO	DN	NA	
294	Use your register to list equipment used to provide evidence of conformity.	DO	DN	NA	
295	Use register to list personally owned equipment used to verify conformity.	DO	DN	NA	
296	Use register to list customer supplied equipment used to verify conformity.	DO	DN	NA	
297	Use your register to specify a unique identifier for each piece of equipment.	DO	DN	NA	
298	Use register to specify the location of your measurement tools and equipment.	DO	DN	NA	
299	Use register to control the calibration of your measurement tools and equipment.	DO	DN	NA	
300	Use your register to record calibration or verification methods and results.	DO	DN	NA	
301	Use your register to record calibration or verification acceptance criteria.	DO	DN	NA	
302	Use your register to specify equipment calibration or verification frequency.	DO	DN	NA	
303	Maintain a register of your process measurement activities and resources.	DO	DN	NA	
304	Maintain records that show that measurement resources are still fit for purpose.	DO	DN	NA	
305	Control records that show that measurement resources are still fit for purpose.	DO	DN	NA	
306	Use records to keep track of measurement activities and resources.	DO	DN	NA	
307	Establish suitable measurement traceability methods.	DO	DN	NA	
308	Maintain suitable measurement traceability resources.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 5

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 105

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 5. MEASURE PROCESS

309	Establish recall methods for your measurement equipment.	DO	DN	NA	
310	Implement recall methods for your measurement equipment.	DO	DN	NA	
311	Recall measurement equipment that must be verified or calibrated.	DO	DN	NA	
312	Maintain recall records for your process measurement equipment.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA. In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:	YOUR LOCATION:	
COMPLETED BY:	DATE COMPLETED:	
REVIEWED BY:	DATE REVIEWED:	
JULY 2021	PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK	EDITION 3.0
PART 5	COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.	PAGE 106

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

#### 6.1 PLAN HOW YOU'RE GOING TO MONITOR YOUR PROCESS

##### 6.1.1 FIGURE OUT WHAT NEEDS TO BE MONITORED

1	Figure out what kind of policies and plans need to be monitored.	DO	DN	NA	
2	Figure out what kind of practices and procedures need to be monitored.	DO	DN	NA	
3	Figure out what kind of issues, factors, and concerns need to be monitored.	DO	DN	NA	
4	Figure out what kind of internal issues and factors need to be monitored.	DO	DN	NA	
5	Figure out what kind of external issues and factors need to be monitored.	DO	DN	NA	
6	Figure out what kind of participants and providers need to be monitored.	DO	DN	NA	
7	Figure out what kind of process participants need to be monitored.	DO	DN	NA	
8	Figure out what kind of process managers need to be monitored.	DO	DN	NA	
9	Figure out what kind of process personnel need to be monitored.	DO	DN	NA	
10	Figure out what kind of process providers need to be monitored.	DO	DN	NA	
11	Figure out what kind of internal process providers need to be monitored.	DO	DN	NA	
12	Figure out what kind of external process providers need to be monitored.	DO	DN	NA	
13	Figure out what kind of process inputs and outputs need to be monitored.	DO	DN	NA	
14	Figure out what kind of output characteristics need to be monitored.	DO	DN	NA	
15	Figure out what kind of input characteristics need to be monitored.	DO	DN	NA	
16	Figure out what kind of internal process resources need to be monitored.	DO	DN	NA	
17	Figure out what kind of data and information needs to be monitored.	DO	DN	NA	
18	Figure out what kind of documents and records need to be monitored.	DO	DN	NA	
19	Figure out what kind of hardware and software needs to be monitored.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 107

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

20	Figure out what kind of parts and components need to be monitored.	DO	DN	NA	
21	Figure out what kind of products and services need to be monitored.	DO	DN	NA	
22	Figure out what kind of property and supplies need to be monitored.	DO	DN	NA	

#### 6.1.2 FIGURE OUT HOW MONITORING WILL BE DONE

23	Plan how you're going to monitor customer satisfaction.	DO	DN	NA	
24	Plan how to monitor customer feelings about process outputs.	DO	DN	NA	
25	Plan how to monitor information about customer satisfaction.	DO	DN	NA	
26	Plan how you're going to monitor process performance.	DO	DN	NA	
27	Plan how you're going to monitor process outputs.	DO	DN	NA	
28	Plan how you're going to monitor output deliveries.	DO	DN	NA	
29	Plan how to monitor post-delivery performance.	DO	DN	NA	
30	Plan how you're going to monitor output characteristics.	DO	DN	NA	
31	Plan how you're going to monitor process activities.	DO	DN	NA	
32	Plan how you're going to monitor process management activities.	DO	DN	NA	
33	Plan how to monitor how well process management activities meet expectations.	DO	DN	NA	
34	Plan how to monitor how well process management activities apply policies.	DO	DN	NA	
35	Plan how to monitor how well process management activities implement plans.	DO	DN	NA	
36	Plan how to monitor how well process management activities follow procedures.	DO	DN	NA	
37	Plan how to monitor how well process management activities achieve objectives.	DO	DN	NA	
38	Plan how to monitor how well process management activities comply with requirements.	DO	DN	NA	
39	Plan how you're going to monitor process operating activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 108

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

40	Plan how to monitor how well process operating activities meet expectations.	DO	DN	NA	
41	Plan how to monitor how well process operating activities apply policies.	DO	DN	NA	
42	Plan how to monitor how well process operating activities implement plans.	DO	DN	NA	
43	Plan how to monitor how well process operating activities follow procedures.	DO	DN	NA	
44	Plan how to monitor how well process operating activities achieve objectives.	DO	DN	NA	
45	Plan how to monitor how well process operating activities comply with requirements.	DO	DN	NA	
46	Plan how you're going to monitor process maintenance activities.	DO	DN	NA	
47	Plan how to monitor how well process maintenance activities meet expectations.	DO	DN	NA	
48	Plan how to monitor how well process maintenance activities apply policies.	DO	DN	NA	
49	Plan how to monitor how well process maintenance activities implement plans.	DO	DN	NA	
50	Plan how to monitor how well process maintenance activities follow procedures.	DO	DN	NA	
51	Plan how to monitor how well process maintenance activities achieve objectives.	DO	DN	NA	
52	Plan how to monitor how well process maintenance activities comply with requirements.	DO	DN	NA	
53	Plan how you're going to monitor process monitoring activities.	DO	DN	NA	
54	Plan how to monitor how well process monitoring activities meet expectations.	DO	DN	NA	
55	Plan how to monitor how well process monitoring activities apply policies.	DO	DN	NA	
56	Plan how to monitor how well process monitoring activities implement plans.	DO	DN	NA	
57	Plan how to monitor how well process monitoring activities follow procedures.	DO	DN	NA	
58	Plan how to monitor how well process monitoring activities achieve objectives.	DO	DN	NA	
59	Plan how to monitor how well process monitoring activities comply with requirements.	DO	DN	NA	
60	Plan how you're going to monitor process measurement activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 109

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

61	Plan how to monitor how well process measurement activities meet expectations.	DO	DN	NA	
62	Plan how to monitor how well process measurement activities apply policies.	DO	DN	NA	
63	Plan how to monitor how well process measurement activities implement plans.	DO	DN	NA	
64	Plan how to monitor how well process measurement activities follow procedures.	DO	DN	NA	
65	Plan how to monitor how well process measurement activities achieve objectives.	DO	DN	NA	
66	Plan how to monitor how well process measurement activities comply with requirements.	DO	DN	NA	
67	Plan how you're going to monitor process control activities.	DO	DN	NA	
68	Plan how to monitor how well process control activities meet expectations.	DO	DN	NA	
69	Plan how to monitor how well process control activities apply policies.	DO	DN	NA	
70	Plan how to monitor how well process control activities implement plans.	DO	DN	NA	
71	Plan how to monitor how well process control activities follow procedures.	DO	DN	NA	
72	Plan how to monitor how well process control activities achieve objectives.	DO	DN	NA	
73	Plan how to monitor how well process control activities comply with requirements.	DO	DN	NA	
74	Plan how you're going to monitor process evaluation activities.	DO	DN	NA	
75	Plan how you're going to monitor process audit activities.	DO	DN	NA	
76	Plan how to monitor how well process audit activities meet expectations.	DO	DN	NA	
77	Plan how to monitor how well process audit activities apply policies.	DO	DN	NA	
78	Plan how to monitor how well process audit activities implement plans.	DO	DN	NA	
79	Plan how to monitor how well process audit activities follow procedures.	DO	DN	NA	
80	Plan how to monitor how well process audit activities achieve objectives.	DO	DN	NA	
81	Plan how to monitor how well process audit activities comply with requirements.	DO	DN	NA	
82	Plan how you're going to monitor process review activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 110

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

83	Plan how to monitor how well process review activities meet expectations.	DO	DN	NA	
84	Plan how to monitor how well process review activities apply policies.	DO	DN	NA	
85	Plan how to monitor how well process review activities implement plans.	DO	DN	NA	
86	Plan how to monitor how well process review activities follow procedures.	DO	DN	NA	
87	Plan how to monitor how well process review activities achieve objectives.	DO	DN	NA	
88	Plan how to monitor how well process review activities comply with requirements.	DO	DN	NA	
89	Plan how you're going to monitor process modification activities.	DO	DN	NA	
90	Plan how you're going to monitor process correction activities.	DO	DN	NA	
91	Plan how to monitor how well process correction activities meet expectations.	DO	DN	NA	
92	Plan how to monitor how well process correction activities apply policies.	DO	DN	NA	
93	Plan how to monitor how well process correction activities implement plans.	DO	DN	NA	
94	Plan how to monitor how well process correction activities follow procedures.	DO	DN	NA	
95	Plan how to monitor how well process correction activities achieve objectives.	DO	DN	NA	
96	Plan how to monitor how well process correction activities comply with requirements.	DO	DN	NA	
97	Plan how you're going to monitor process improvement activities.	DO	DN	NA	
98	Plan how to monitor how well process improvement activities meet expectations.	DO	DN	NA	
99	Plan how to monitor how well process improvement activities apply policies.	DO	DN	NA	
100	Plan how to monitor how well process improvement activities implement plans.	DO	DN	NA	
101	Plan how to monitor how well process improvement activities follow procedures.	DO	DN	NA	
102	Plan how to monitor how well process improvement activities achieve objectives.	DO	DN	NA	
103	Plan how to monitor how well process improvement activities comply with requirements.	DO	DN	NA	
104	Plan how you're going to monitor process resources.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 111

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

105	Plan how you're going to monitor process parts.	DO	DN	NA	
106	Plan how you're going to monitor process plans.	DO	DN	NA	
107	Plan how you're going to monitor process policies.	DO	DN	NA	
108	Plan how you're going to monitor process supplies.	DO	DN	NA	
109	Plan how you're going to monitor process hardware.	DO	DN	NA	
110	Plan how you're going to monitor process software.	DO	DN	NA	
111	Plan how you're going to monitor process services.	DO	DN	NA	
112	Plan how you're going to monitor process products.	DO	DN	NA	
113	Plan how you're going to monitor process property.	DO	DN	NA	
114	Plan how you're going to monitor process providers.	DO	DN	NA	
115	Plan how you're going to monitor process documents.	DO	DN	NA	
116	Plan how you're going to monitor process components.	DO	DN	NA	
117	Plan how you're going to monitor process infrastructure.	DO	DN	NA	
118	Plan how you're going to monitor process participants.	DO	DN	NA	
119	Plan how you're going to monitor process procedures.	DO	DN	NA	
120	Plan how you're going to monitor process practices.	DO	DN	NA	
121	Plan how you're going to monitor process records.	DO	DN	NA	
122	Plan how you're going to monitor process inputs.	DO	DN	NA	
123	Plan how you're going to monitor internal process inputs.	DO	DN	NA	
124	Plan how you're going to monitor external process inputs.	DO	DN	NA	
125	Plan how you're going to monitor reports about counterfeit parts.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 112

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

126	Plan how you're going to monitor process technologies.	DO	DN	NA	
127	Plan how you're going to monitor process tools and equipment.	DO	DN	NA	
128	Plan how you're going to monitor process monitoring tools and equipment.	DO	DN	NA	
129	Plan how you're going to recall monitoring tools and equipment that must be recalibrated or reverified.	DO	DN	NA	
130	Plan how you're going to monitor process measurement tools and equipment.	DO	DN	NA	
131	Plan how you're going to recall measurement tools and equipment that must be recalibrated or reverified.	DO	DN	NA	
132	Plan how you're going to monitor process environment.	DO	DN	NA	
133	Plan how you're going to monitor your process's external context.	DO	DN	NA	
134	Figure out how you're going to monitor the external issues and factors that could affect your process.	DO	DN	NA	
135	Figure out how you're going to monitor the external interested parties that could affect your process.	DO	DN	NA	
136	Plan how you're going to monitor your process's internal context.	DO	DN	NA	
137	Figure out how you're going to monitor the internal issues and factors that could affect your process.	DO	DN	NA	
138	Figure out how you're going to monitor the internal interested parties that could affect your process.	DO	DN	NA	

#### 6.1.3 FIGURE OUT WHO WILL PERFORM MONITORING TASKS

139	Allocate responsibility and authority for monitoring process plans.	DO	DN	NA	
140	Allocate responsibility and authority for monitoring process policies.	DO	DN	NA	
141	Allocate responsibility and authority for monitoring process outputs.	DO	DN	NA	
142	Allocate responsibility and authority for monitoring process supplies.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 113

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

143	Allocate responsibility and authority for monitoring process materials.	DO	DN	NA	
144	Allocate responsibility and authority for monitoring process hardware.	DO	DN	NA	
145	Allocate responsibility and authority for monitoring process software.	DO	DN	NA	
146	Allocate responsibility and authority for monitoring process services.	DO	DN	NA	
147	Allocate responsibility and authority for monitoring process products.	DO	DN	NA	
148	Allocate responsibility and authority for monitoring process property.	DO	DN	NA	
149	Allocate responsibility and authority for monitoring process providers.	DO	DN	NA	
150	Allocate responsibility and authority for monitoring process objectives.	DO	DN	NA	
151	Allocate responsibility and authority for monitoring process documents.	DO	DN	NA	
152	Allocate responsibility and authority for monitoring process participants.	DO	DN	NA	
153	Allocate responsibility and authority for monitoring process components.	DO	DN	NA	
154	Allocate responsibility and authority for monitoring process technologies.	DO	DN	NA	
155	Allocate responsibility and authority for monitoring process characteristics.	DO	DN	NA	
156	Allocate responsibility and authority for monitoring process requirements.	DO	DN	NA	
157	Allocate responsibility and authority for monitoring process infrastructure.	DO	DN	NA	
158	Allocate responsibility and authority for monitoring process environment.	DO	DN	NA	
159	Allocate responsibility and authority for monitoring process procedures.	DO	DN	NA	
160	Allocate responsibility and authority for monitoring process practices.	DO	DN	NA	
161	Allocate responsibility and authority for monitoring process records.	DO	DN	NA	
162	Allocate responsibility and authority for monitoring process parties.	DO	DN	NA	
163	Allocate responsibility and authority for monitoring process inputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 114

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

#### 6.2 QUALIFY THE RESOURCES NEEDED TO MONITOR PROCESS

164	Select monitoring resources that are fit for purpose.	DO	DN	NA	
165	Select monitoring resources that will yield valid and reliable results.	DO	DN	NA	
166	Select resources that will help ensure that outputs meet requirements.	DO	DN	NA	
167	Validate monitoring resources before you use them.	DO	DN	NA	
168	Validate tools before they are used to monitor process.	DO	DN	NA	
169	Validate equipment before it is used to monitor process.	DO	DN	NA	
170	Validate software before it is used to monitor process.	DO	DN	NA	

#### 6.3 PROVIDE THE RESOURCES NEEDED TO MONITOR PROCESS

##### 6.3.1 PROVIDE THE EXPERTISE NEEDED TO MONITOR YOUR PROCESS

171	Provide the expertise needed to ensure that monitoring methods will consistently yield valid and reliable results.	DO	DN	NA	
172	Provide the managers needed to monitor your process.	DO	DN	NA	
173	Acquire the knowledge that managers need to support process monitoring and achieve conformity of outputs.	DO	DN	NA	
174	Share the knowledge that managers need so that they can support process monitoring and achieve conformity of outputs.	DO	DN	NA	
175	Deliver suitable training and awareness programmes for managers of process monitoring activities.	DO	DN	NA	
176	Provide the personnel needed to monitor your process.	DO	DN	NA	
177	Acquire the knowledge that personnel need to monitor your process and achieve conformity of outputs.	DO	DN	NA	
178	Consider internal sources of knowledge about process monitoring.	DO	DN	NA	
179	Consider external sources of knowledge about process monitoring.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 115

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

180	Share the knowledge that personnel need to monitor your process and achieve conformity of outputs.	DO	DN	NA	
181	Deliver suitable training and awareness programmes for your process monitoring personnel.	DO	DN	NA	

#### 6.3.2 PROVIDE THE TECHNOLOGY NEEDED TO MONITOR YOUR PROCESS

182	Provide the technology needed to ensure that your monitoring methods will yield valid and reliable results.	DO	DN	NA	
183	Provide the software needed to monitor your process.	DO	DN	NA	
184	Provide the software needed to support process monitoring and achieve conformity of outputs.	DO	DN	NA	
185	Provide the hardware needed to monitor your process.	DO	DN	NA	
186	Provide the hardware needed to support process monitoring and achieve conformity of outputs.	DO	DN	NA	

#### 6.3.3 PROVIDE THE INFRASTRUCTURE NEEDED TO MONITOR YOUR PROCESS

187	Provide the infrastructure needed to ensure that your monitoring methods will yield valid and reliable results.	DO	DN	NA	
188	Provide the infrastructure needed to support your process monitoring and achieve conformity of outputs.	DO	DN	NA	

### 6.4 USE AUTHORIZED METHODS TO MONITOR YOUR PROCESS

#### 6.4.1 USE AUTHORIZED METHODS TO MONITOR PROCESS ACTIVITIES

189	Use authorized methods to monitor process management activities.	DO	DN	NA	
190	Monitor how well process management activities meet expectations.	DO	DN	NA	
191	Monitor how well process management activities apply policies.	DO	DN	NA	
192	Monitor how well process management activities implement plans.	DO	DN	NA	
193	Monitor how well process management activities follow procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 116

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

194	Monitor how well process management activities achieve objectives.	DO	DN	NA	
195	Monitor how well process management activities comply with requirements.	DO	DN	NA	
196	Use authorized methods to monitor process operating activities.	DO	DN	NA	
197	Monitor how well process operating activities meet expectations.	DO	DN	NA	
198	Monitor how well process operating activities apply policies.	DO	DN	NA	
199	Monitor how well process operating activities implement plans.	DO	DN	NA	
200	Monitor how well process operating activities follow procedures.	DO	DN	NA	
201	Monitor how well process operating activities achieve objectives.	DO	DN	NA	
202	Monitor how well process operating activities comply with requirements.	DO	DN	NA	
203	Use authorized methods to monitor process maintenance activities.	DO	DN	NA	
204	Monitor how well process maintenance activities meet expectations.	DO	DN	NA	
205	Monitor how well process maintenance activities apply policies.	DO	DN	NA	
206	Monitor how well process maintenance activities implement plans.	DO	DN	NA	
207	Monitor how well process maintenance activities follow procedures.	DO	DN	NA	
208	Monitor how well process maintenance activities achieve objectives.	DO	DN	NA	
209	Monitor how well process maintenance activities comply with requirements.	DO	DN	NA	
210	Use authorized methods to monitor process measurement activities.	DO	DN	NA	
211	Monitor how well process measurement activities meet expectations.	DO	DN	NA	
212	Monitor how well process measurement activities apply policies.	DO	DN	NA	
213	Monitor how well process measurement activities implement plans.	DO	DN	NA	
214	Monitor how well process measurement activities follow procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 117

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

215	Monitor how well process measurement activities achieve objectives.	DO	DN	NA	
216	Monitor how well process measurement activities comply with requirements.	DO	DN	NA	
217	Use authorized methods to monitor process monitoring activities.	DO	DN	NA	
218	Monitor how well process monitoring activities meet expectations.	DO	DN	NA	
219	Monitor how well process monitoring activities apply policies.	DO	DN	NA	
220	Monitor how well process monitoring activities implement plans.	DO	DN	NA	
221	Monitor how well process monitoring activities follow procedures.	DO	DN	NA	
222	Monitor how well process monitoring activities achieve objectives.	DO	DN	NA	
223	Monitor how well process monitoring activities comply with requirements.	DO	DN	NA	
224	Use authorized methods to monitor process control activities.	DO	DN	NA	
225	Monitor how well process control activities meet expectations.	DO	DN	NA	
226	Monitor how well process control activities apply policies.	DO	DN	NA	
227	Monitor how well process control activities implement plans.	DO	DN	NA	
228	Monitor how well process control activities follow procedures.	DO	DN	NA	
229	Monitor how well process control activities achieve objectives.	DO	DN	NA	
230	Monitor how well process control activities comply with requirements.	DO	DN	NA	
231	Use authorized methods to monitor process evaluation activities.	DO	DN	NA	
232	Use authorized methods to monitor process audit activities.	DO	DN	NA	
233	Monitor how well process audit activities meet expectations.	DO	DN	NA	
234	Monitor how well process audit activities apply policies.	DO	DN	NA	
235	Monitor how well process audit activities implement plans.	DO	DN	NA	
236	Monitor how well process audit activities follow procedures.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 118

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

237	Monitor how well process audit activities achieve objectives.	DO	DN	NA	
238	Monitor how well process audit activities comply with requirements.	DO	DN	NA	
239	Use authorized methods to monitor process review activities.	DO	DN	NA	
240	Monitor how well process review activities meet expectations.	DO	DN	NA	
241	Monitor how well process review activities apply policies.	DO	DN	NA	
242	Monitor how well process review activities implement plans.	DO	DN	NA	
243	Monitor how well process review activities follow procedures.	DO	DN	NA	
244	Monitor how well process review activities achieve objectives.	DO	DN	NA	
245	Monitor how well process review activities comply with requirements.	DO	DN	NA	
246	Use authorized methods to monitor process modification activities.	DO	DN	NA	
247	Use authorized methods to monitor process correction activities.	DO	DN	NA	
248	Monitor how well process correction activities meet expectations.	DO	DN	NA	
249	Monitor how well process correction activities apply policies.	DO	DN	NA	
250	Monitor how well process correction activities implement plans.	DO	DN	NA	
251	Monitor how well process correction activities follow procedures.	DO	DN	NA	
252	Monitor how well process correction activities achieve objectives.	DO	DN	NA	
253	Monitor how well process correction activities comply with requirements.	DO	DN	NA	
254	Use authorized methods to monitor process improvement activities.	DO	DN	NA	
255	Monitor how well process improvement activities meet expectations.	DO	DN	NA	
256	Monitor how well process improvement activities apply policies.	DO	DN	NA	
257	Monitor how well process improvement activities implement plans.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 119

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

258	Monitor how well process improvement activities follow procedures.	DO	DN	NA	
259	Monitor how well process improvement activities achieve objectives.	DO	DN	NA	
260	Monitor how well process improvement activities comply with requirements.	DO	DN	NA	

#### 6.4.2 USE AUTHORIZED METHODS TO MONITOR PROCESS OUTPUTS

261	Monitor how well process outputs meet expectations.	DO	DN	NA	
262	Monitor how well process outputs apply policies.	DO	DN	NA	
263	Monitor how well process outputs implement plans.	DO	DN	NA	
264	Monitor how well process outputs follow procedures.	DO	DN	NA	
265	Monitor how well process outputs achieve objectives.	DO	DN	NA	
266	Monitor how well process outputs comply with requirements.	DO	DN	NA	
267	Monitor how well process outputs meet customer requirements.	DO	DN	NA	
268	Monitor how well process outputs meet regulatory requirements.	DO	DN	NA	
269	Monitor how well process outputs meet corporate requirements.	DO	DN	NA	

#### 6.4.3 USE AUTHORIZED METHODS TO MONITOR PROCESS INPUTS

270	Monitor supplies that have or could have a major impact on outputs.	DO	DN	NA	
271	Monitor services that have or could have a major impact on outputs.	DO	DN	NA	
272	Monitor materials that have or could have a major impact on outputs.	DO	DN	NA	
273	Monitor products that have or could have a major impact on outputs.	DO	DN	NA	
274	Monitor components that have or could have a major impact on outputs.	DO	DN	NA	
275	Monitor all of your “critical items” and “key characteristics”.	DO	DN	NA	
276	Monitor all relevant counterfeit parts and components.	DO	DN	NA	
277	Monitor external reports about counterfeit parts.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 120

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

#### 6.4.4 USE AUTHORIZED METHODS TO MONITOR PROCESS DOCUMENTS

278	Monitor documents that specify how your process should be operated.	DO	DN	NA	
279	Monitor documents that specify how your process should be maintained.	DO	DN	NA	
280	Monitor documents that specify how your process should be monitored.	DO	DN	NA	
281	Monitor documents that specify how your process should be measured.	DO	DN	NA	
282	Monitor documents that specify how your process should be controlled.	DO	DN	NA	
283	Monitor documents that specify how your process should be audited.	DO	DN	NA	
284	Monitor documents that specify how your process should be reviewed.	DO	DN	NA	
285	Monitor documents that specify how your process should be corrected.	DO	DN	NA	
286	Monitor documents that specify how your process should be improved.	DO	DN	NA	

#### 6.4.5 USE AUTHORIZED METHODS TO MONITOR PROCESS RECORDS

287	Monitor records of personnel performance and competence.	DO	DN	NA	
288	Retain records of personnel performance and competence.	DO	DN	NA	
289	Use records to show that personnel know how to perform process tasks.	DO	DN	NA	
290	Monitor records that track the performance of your process.	DO	DN	NA	
291	Monitor records that keep track of process operations.	DO	DN	NA	
292	Monitor records that keep track of process outputs.	DO	DN	NA	
293	Monitor records that keep track of process activities.	DO	DN	NA	
294	Monitor records that keep track of process inputs.	DO	DN	NA	
295	Monitor records that keep track of process maintenance.	DO	DN	NA	
296	Monitor records that keep track of process measurement.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 121

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

297	Monitor records that keep track of process monitoring.	DO	DN	NA	
298	Monitor records that keep track of process control.	DO	DN	NA	
299	Monitor records that keep track of process audits.	DO	DN	NA	
300	Monitor records that keep track of process reviews.	DO	DN	NA	
301	Monitor records that keep track of process corrections.	DO	DN	NA	
302	Monitor records that keep track of process improvements.	DO	DN	NA	

#### 6.4.6 USE AUTHORIZED METHODS TO MONITOR PROCESS PROPERTY

303	Monitor process property owned by customers and suppliers that is needed to achieve conformity of outputs.	DO	DN	NA	
304	Report problematic property to your customers and external providers.	DO	DN	NA	
305	Report unsuitable property to customers and external providers.	DO	DN	NA	
306	Report lost or damaged property to customers and external providers.	DO	DN	NA	
307	Monitor process property owned by your organization that is needed to achieve conformity of outputs.	DO	DN	NA	

#### 6.4.7 USE AUTHORIZED METHODS TO MONITOR PROCESS PARTICIPANTS

308	Use authorized methods to monitor process personnel.	DO	DN	NA	
309	Monitor the process objectives that process personnel must achieve.	DO	DN	NA	
310	Monitor the safety objectives that process personnel must achieve.	DO	DN	NA	
311	Monitor the quality objectives that process personnel must achieve.	DO	DN	NA	
312	Monitor the security objectives that process personnel must achieve.	DO	DN	NA	
313	Monitor the business objectives that process personnel must achieve.	DO	DN	NA	
314	Monitor the technical objectives that process personnel must achieve.	DO	DN	NA	
315	Monitor the continuity objectives that process personnel must achieve.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 122

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

316	Monitor the environmental objectives that process personnel must achieve.	DO	DN	NA	
317	Monitor the competence and performance of process personnel.	DO	DN	NA	
318	Monitor the process knowledge and skill that has been acquired.	DO	DN	NA	
319	Consider the need to protect and preserve process lessons learned.	DO	DN	NA	
320	Consider the need to protect and preserve your intellectual property.	DO	DN	NA	
321	Monitor changes and trends in process knowledge and information.	DO	DN	NA	
322	Use authorized methods to monitor process management.	DO	DN	NA	
323	Use authorized methods to monitor process management personnel.	DO	DN	NA	
324	Use authorized methods to monitor process management programmes.	DO	DN	NA	
325	Use authorized methods to monitor risk management programme.	DO	DN	NA	
326	Use authorized methods to monitor safety management programme.	DO	DN	NA	
327	Use authorized methods to monitor quality management programme.	DO	DN	NA	
328	Use authorized methods to monitor configuration management programme.	DO	DN	NA	
329	Use authorized methods to monitor security management programme.	DO	DN	NA	
330	Use authorized methods to monitor personnel security management programme.	DO	DN	NA	
331	Use authorized methods to monitor information security management programme.	DO	DN	NA	
332	Use authorized methods to monitor component security management programme.	DO	DN	NA	
333	Use authorized methods to monitor counterfeit parts management programme.	DO	DN	NA	
334	Use authorized methods to monitor supplier management programme.	DO	DN	NA	
335	Use authorized methods to monitor environmental management programme.	DO	DN	NA	
336	Use authorized methods to monitor business continuity management programme.	DO	DN	NA	
337	Use authorized methods to monitor external providers.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 123

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

338	Use authorized criteria to monitor the performance of external providers.	DO	DN	NA	
339	Used authorized criteria to monitor verification activities delegated to external providers.	DO	DN	NA	
340	Use authorized methods to monitor interested parties.	DO	DN	NA	
341	Monitor the external parties that could influence your process.	DO	DN	NA	
342	Monitor the performance of external process, product, and service providers.	DO	DN	NA	
343	Expect process managers to use data and criteria to monitor the performance of their external providers.	DO	DN	NA	
344	Expect process managers to document performance monitoring activities and retain these documents.	DO	DN	NA	
345	Expect process managers to control documents that describe their performance monitoring activities.	DO	DN	NA	
346	Monitor external process, product, and service verification activities.	DO	DN	NA	
347	Monitor verifications whenever they are delegated to external providers.	DO	DN	NA	
348	Monitor the internal parties that could influence your process.	DO	DN	NA	

#### 6.4.8 USE AUTHORIZED METHODS TO MONITOR PROCESS TECHNOLOGIES

349	Monitor technology used to perform process operations.	DO	DN	NA	
350	Monitor software used to perform process operations.	DO	DN	NA	
351	Monitor hardware used to perform process operations.	DO	DN	NA	
352	Monitor technology used to automate process operations.	DO	DN	NA	
353	Monitor software used to automate process operations.	DO	DN	NA	
354	Monitor hardware used to automate process operations.	DO	DN	NA	
355	Monitor technology used to maintain process operations.	DO	DN	NA	
356	Monitor software used to maintain process operations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 124

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

357	Monitor hardware used to maintain process operations.	DO	DN	NA	
358	Monitor technology used to monitor process operations.	DO	DN	NA	
359	Monitor software used to monitor process operations.	DO	DN	NA	
360	Monitor hardware used to monitor process operations.	DO	DN	NA	
361	Recall monitoring equipment that must be recalibrated or reverified.	DO	DN	NA	
362	Monitor technology used to measure process operations.	DO	DN	NA	
363	Monitor software used to measure process operations.	DO	DN	NA	
364	Monitor hardware used to measure process operations.	DO	DN	NA	
365	Recall measuring equipment that must be recalibrated or reverified.	DO	DN	NA	
366	Monitor technology used to control process operations.	DO	DN	NA	
367	Monitor software used to control process operations.	DO	DN	NA	
368	Monitor hardware used to control process operations.	DO	DN	NA	

#### 6.4.9 USE AUTHORIZED METHODS TO MONITOR PROCESS ENVIRONMENT

369	Use authorized methods to monitor your process's external environment.	DO	DN	NA	
370	Use authorized methods to monitor external interested parties and their requirements.	DO	DN	NA	
371	Use authorized methods to monitor your process's internal environment.	DO	DN	NA	
372	Use authorized methods to monitor internal interested parties and their requirements.	DO	DN	NA	

#### 6.4.10 USE AUTHORIZED METHODS TO MONITOR PROCESS INFRASTRUCTURE

373	Use authorized methods to monitor process networks and communications.	DO	DN	NA	
374	Use authorized methods to monitor internal process networks and communications.	DO	DN	NA	
375	Use authorized methods to monitor external process networks and communications.	DO	DN	NA	
376	Use authorized methods to monitor process utilities and support services.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 125

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 6. MONITOR PROCESS

#### 6.5 CONTROL THE RESOURCES NEEDED TO MONITOR PROCESS

377	Control the technology needed to monitor your process.	DO	DN	NA	
378	Control the tools needed to monitor your process.	DO	DN	NA	
379	Control the software needed to monitor your process.	DO	DN	NA	
380	Control the equipment needed to monitor your process.	DO	DN	NA	
381	Control the records needed to monitor your process.	DO	DN	NA	
382	Establish a register of your process monitoring resources.	DO	DN	NA	
383	Ensure that your monitoring resources continue to be fit for purpose.	DO	DN	NA	
384	Ensure that register describes the type of monitoring tools and equipment in use.	DO	DN	NA	
385	Ensure that register specifies the location of your monitoring tools and equipment.	DO	DN	NA	
386	Ensure that register tracks the calibration of your monitoring tools and equipment.	DO	DN	NA	
387	Ensure that your register records equipment calibration or verification methods.	DO	DN	NA	
388	Ensure that your register records calibration or verification acceptance criteria.	DO	DN	NA	
389	Ensure that register specifies equipment calibration or verification frequency.	DO	DN	NA	
390	Maintain a register of your process monitoring resources.	DO	DN	NA	
391	Maintain records that show that monitoring resources are still fit for purpose.	DO	DN	NA	
392	Control records that show that monitoring resources are still fit for purpose.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA. In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 6

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 126

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

#### 7.1 PLAN HOW YOU'RE GOING TO CONTROL PROCESS

##### 7.1.1 CONSIDER HOW TO CONTROL YOUR PROCESS OUTPUTS

1	Figure out how you're going to control your process outputs.	DO	DN	NA	
2	Consider process output requirements as you develop output controls.	DO	DN	NA	
3	Consider output safety requirements as you develop output controls.	DO	DN	NA	
4	Consider personnel safety requirements as you develop output controls.	DO	DN	NA	
5	Consider output quality requirements as you develop output controls.	DO	DN	NA	
6	Consider output reliability requirements as you develop output controls.	DO	DN	NA	
7	Consider output purity requirements as you develop output controls.	DO	DN	NA	
8	Consider the need to control undesirable foreign objects.	DO	DN	NA	
9	Consider the need to detect undesirable foreign objects.	DO	DN	NA	
10	Consider the need to remove undesirable foreign objects.	DO	DN	NA	
11	Consider the need to prevent undesirable foreign objects.	DO	DN	NA	
12	Consider output suitability requirements as you develop output controls.	DO	DN	NA	
13	Consider suitability requirements for parts and materials to be used in outputs.	DO	DN	NA	
14	Consider suitability requirements for software to be embedded in outputs.	DO	DN	NA	
15	Consider suitability requirements for software that you plan to purchase.	DO	DN	NA	
16	Consider suitability requirements for software that you plan to develop.	DO	DN	NA	
17	Consider output maintenance requirements as you develop output controls.	DO	DN	NA	
18	Consider output maintainability requirements as you develop output controls.	DO	DN	NA	
19	Consider output security requirements as you develop output controls.	DO	DN	NA	
20	Consider output handling requirements as you develop output controls.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 127

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

21	Consider output packaging requirements as you develop output controls.	DO	DN	NA	
22	Consider output availability requirements as you develop output controls.	DO	DN	NA	
23	Consider output preservation requirements as you develop output controls.	DO	DN	NA	
24	Consider output obsolescence requirements as you develop output controls.	DO	DN	NA	
25	Consider output recycling requirements as you develop output controls.	DO	DN	NA	
26	Consider output disposal requirements as you develop output controls.	DO	DN	NA	
27	Consider final disposal requirements as you develop output controls.	DO	DN	NA	
28	Consider output production requirements as you develop output controls.	DO	DN	NA	
29	Consider output producibility requirements as you develop output controls.	DO	DN	NA	
30	Consider output measurement requirements as you develop output controls.	DO	DN	NA	
31	Consider output monitoring requirements as you develop output controls.	DO	DN	NA	
32	Consider output inspectability requirements as you develop output controls.	DO	DN	NA	

#### 7.1.2 CONSIDER HOW TO CONTROL YOUR PROCESS INPUTS

33	Figure out how you're going to control your process inputs.	DO	DN	NA	
34	Consider process input requirements as you develop input controls.	DO	DN	NA	
35	Consider input safety requirements as you develop input controls.	DO	DN	NA	
36	Consider input security requirements as you develop input controls.	DO	DN	NA	
37	Consider input quality requirements as you develop input controls.	DO	DN	NA	
38	Consider input reliability requirements as you develop input controls.	DO	DN	NA	
39	Consider input purity requirements as you develop input controls.	DO	DN	NA	
40	Consider the need to control foreign objects that could compromise inputs.	DO	DN	NA	
41	Consider the need to detect foreign objects that could compromise inputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 128

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

42	Consider the need to remove foreign objects that could compromise inputs.	DO	DN	NA	
43	Consider the need to prevent foreign objects that could compromise inputs.	DO	DN	NA	
44	Consider input availability requirements as you develop input controls.	DO	DN	NA	
45	Consider input suitability requirements as you develop input controls.	DO	DN	NA	
46	Consider suitability requirements for parts and materials to be used by process.	DO	DN	NA	
47	Consider suitability requirements for software programmes to be used by process.	DO	DN	NA	
48	Consider input storage requirements as you develop input controls.	DO	DN	NA	
49	Consider input handling requirements as you develop input controls.	DO	DN	NA	
50	Consider input monitoring requirements as you develop input controls.	DO	DN	NA	
51	Consider input maintenance requirements as you develop input controls.	DO	DN	NA	
52	Consider input measurement requirements as you develop input controls.	DO	DN	NA	
53	Consider input preservation requirements as you develop input controls.	DO	DN	NA	

#### 7.1.3 CONSIDER HOW TO CONTROL YOUR PROCESS ACTIVITIES

54	Figure out how you're going to control your process activities.	DO	DN	NA	
55	Consider process safety requirements as you develop process controls.	DO	DN	NA	
56	Consider process quality requirements as you develop process controls.	DO	DN	NA	
57	Consider process security requirements as you develop process controls.	DO	DN	NA	
58	Consider process reliability requirements as you develop process controls.	DO	DN	NA	
59	Consider process monitoring requirements as you develop process controls.	DO	DN	NA	
60	Consider process measurement requirements as you develop process controls.	DO	DN	NA	
61	Consider process improvement requirements as you develop process controls.	DO	DN	NA	
62	Consider process maintenance requirements as you develop process controls.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 129

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

63	Consider process evaluation requirements as you develop process controls.	DO	DN	NA	
64	Consider process correction requirements as you develop process controls.	DO	DN	NA	
65	Consider process reporting requirements as you develop process controls.	DO	DN	NA	
66	Consider process review requirements as you develop process controls.	DO	DN	NA	
67	Consider process audit requirements as you develop process controls.	DO	DN	NA	

#### 7.1.4 CONSIDER HOW TO CONTROL YOUR PROCESS PROVIDERS

68	Figure out how you're going to control your external providers.	DO	DN	NA	
69	Consider the requirements that external process providers must meet.	DO	DN	NA	
70	Consider the requirements that external product providers must meet.	DO	DN	NA	
71	Consider the requirements that external service providers must meet.	DO	DN	NA	
72	Figure out how you're going to control your internal providers.	DO	DN	NA	
73	Consider the requirements that internal process providers must meet.	DO	DN	NA	
74	Consider the requirements that internal product providers must meet.	DO	DN	NA	
75	Consider the requirements that internal service providers must meet.	DO	DN	NA	

#### 7.2 DEVELOP WAYS OF CONTROLLING YOUR PROCESS

##### 7.2.1 DEVELOP WAYS OF CONTROLLING PROCESS ELEMENTS

76	Develop controlled conditions for process outputs.	DO	DN	NA	
77	Develop ways of controlling your process outputs.	DO	DN	NA	
78	Develop ways of controlling the quality of process outputs.	DO	DN	NA	
79	Develop ways of controlling the reliability of process outputs.	DO	DN	NA	
80	Develop ways of controlling the suitability of process outputs.	DO	DN	NA	
81	Develop ways of controlling the suitability of parts and materials to be used in outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 130

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

82	Develop ways of controlling the suitability of software to be embedded into outputs.	DO	DN	NA	
83	Develop ways of controlling the suitability of software that you plan to purchase.	DO	DN	NA	
84	Develop ways of controlling the suitability of software that you plan to develop.	DO	DN	NA	
85	Develop ways of controlling the purity of process outputs.	DO	DN	NA	
86	Develop ways of controlling foreign objects that could affect your outputs.	DO	DN	NA	
87	Develop ways of detecting foreign objects that could compromise quality of outputs.	DO	DN	NA	
88	Develop ways of removing foreign objects that could compromise quality of outputs.	DO	DN	NA	
89	Develop ways of preventing foreign objects that could compromise quality of outputs.	DO	DN	NA	
90	Develop ways of controlling the safety of outputs.	DO	DN	NA	
91	Develop ways of ensuring that outputs can be safely produced.	DO	DN	NA	
92	Develop ways of ensuring that outputs can be safely packaged.	DO	DN	NA	
93	Develop ways of ensuring that outputs can be safely delivered.	DO	DN	NA	
94	Develop ways of ensuring that outputs can be safely handled.	DO	DN	NA	
95	Develop ways of ensuring that outputs can be safely stored.	DO	DN	NA	
96	Develop ways of ensuring that outputs can be safely used.	DO	DN	NA	
97	Develop ways of ensuring that outputs can be safely repaired.	DO	DN	NA	
98	Develop ways of ensuring that outputs can be safely maintained.	DO	DN	NA	
99	Develop ways of ensuring that outputs can be safely preserved.	DO	DN	NA	
100	Develop ways of ensuring that outputs can be safely destroyed.	DO	DN	NA	
101	Develop ways of ensuring that outputs can be safely recycled.	DO	DN	NA	
102	Develop ways of controlling the security of outputs.	DO	DN	NA	
103	Develop ways of ensuring that outputs can be securely produced.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 131

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

104	Develop ways of ensuring that outputs can be securely packaged.	DO	DN	NA	
105	Develop ways of ensuring that outputs can be securely delivered.	DO	DN	NA	
106	Develop ways of ensuring that outputs can be securely handled.	DO	DN	NA	
107	Develop ways of ensuring that outputs can be securely stored.	DO	DN	NA	
108	Develop ways of ensuring that outputs can be securely used.	DO	DN	NA	
109	Develop ways of ensuring that outputs can be securely repaired.	DO	DN	NA	
110	Develop ways of ensuring that outputs can be securely maintained.	DO	DN	NA	
111	Develop ways of ensuring that outputs can be securely preserved.	DO	DN	NA	
112	Develop ways of ensuring that outputs can be securely destroyed.	DO	DN	NA	
113	Develop controlled conditions for process inputs.	DO	DN	NA	
114	Develop ways of controlling your process inputs.	DO	DN	NA	
115	Develop ways of controlling the quality of process inputs.	DO	DN	NA	
116	Develop ways of controlling the purity of process inputs.	DO	DN	NA	
117	Develop ways of controlling foreign objects that compromise the quality of inputs.	DO	DN	NA	
118	Develop ways of detecting foreign objects that compromise the quality of inputs.	DO	DN	NA	
119	Develop ways of removing foreign objects that compromise the quality of inputs.	DO	DN	NA	
120	Develop ways of preventing foreign objects that compromise the quality of inputs.	DO	DN	NA	
121	Develop ways of controlling the suitability of process inputs.	DO	DN	NA	
122	Develop ways of controlling the suitability of parts and materials to be used as inputs.	DO	DN	NA	
123	Develop ways of controlling the suitability of software that is embedded in inputs.	DO	DN	NA	
124	Develop ways of controlling the acceptability of process inputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 132

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

125	Develop acceptance criteria for your process inputs.	DO	DN	NA	
126	Develop methods and procedures for testing process inputs.	DO	DN	NA	
127	Develop methods and procedures for inspecting process inputs.	DO	DN	NA	
128	Develop methods and procedures for monitoring process inputs.	DO	DN	NA	
129	Develop methods and procedures for measuring process inputs.	DO	DN	NA	
130	Develop methods and procedures for evaluating process inputs.	DO	DN	NA	
131	Develop ways of controlling the security of process inputs.	DO	DN	NA	
132	Develop ways of controlling the safety of process inputs.	DO	DN	NA	
133	Develop controlled conditions for process activities.	DO	DN	NA	
134	Develop ways of controlling your process activities.	DO	DN	NA	
135	Develop ways of controlling process testing activities.	DO	DN	NA	
136	Develop ways of controlling process control activities.	DO	DN	NA	
137	Develop ways of controlling process inspection activities.	DO	DN	NA	
138	Develop ways of controlling process management activities.	DO	DN	NA	
139	Develop ways of controlling process measurement activities.	DO	DN	NA	
140	Develop ways of controlling process maintenance activities.	DO	DN	NA	
141	Develop ways of controlling process production activities.	DO	DN	NA	
142	Develop ways of controlling process monitoring activities.	DO	DN	NA	
143	Develop ways of controlling process evaluation activities.	DO	DN	NA	
144	Develop ways of controlling process audit activities.	DO	DN	NA	
145	Develop ways of controlling process review activities.	DO	DN	NA	
146	Develop ways of controlling process modification activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 133

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

147	Develop ways of controlling process correction activities.	DO	DN	NA	
148	Develop ways of controlling process improvement activities.	DO	DN	NA	
149	Develop controlled conditions for process programmes.	DO	DN	NA	
150	Develop ways of controlling your risk management programme.	DO	DN	NA	
151	Develop ways of controlling your safety management programme.	DO	DN	NA	
152	Develop ways of controlling your quality management programme.	DO	DN	NA	
153	Develop ways of controlling your configuration management programme.	DO	DN	NA	
154	Develop ways of controlling your security management programme.	DO	DN	NA	
155	Develop ways of controlling your personnel security management programme.	DO	DN	NA	
156	Develop ways of controlling your information security management programme.	DO	DN	NA	
157	Develop ways of controlling your component security management programme.	DO	DN	NA	
158	Develop ways of controlling your counterfeit parts management programme.	DO	DN	NA	
159	Develop ways of controlling your supplier management programme.	DO	DN	NA	
160	Develop ways of controlling your environmental management programme.	DO	DN	NA	
161	Develop ways of controlling your business continuity management programme.	DO	DN	NA	

#### 7.2.2 DEVELOP WAYS OF CONTROLLING PROCESS PROVIDERS

162	Develop ways of controlling external providers.	DO	DN	NA	
163	Plan how to control external processes, products, and services.	DO	DN	NA	
164	Consider the potential impact that externally provided processes, products, and services could have on your ability to consistently meet external requirements.	DO	DN	NA	
165	Consider the potential impact on your ability to meet customer requirements.	DO	DN	NA	
166	Consider the potential impact on statutory and regulatory requirements.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 134

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

167	Consider the controls that external process, product, and service providers have implemented and think about how effective their controls actually are.	DO	DN	NA	
168	Create controls for external processes, products, and services.	DO	DN	NA	
169	Develop controls for processes that your organization is outsourcing.	DO	DN	NA	
170	Ensure that outsourced processes remain within your organization's control.	DO	DN	NA	
171	Figure out how you're going to control external process providers.	DO	DN	NA	
172	Consider the potential impact that external process providers could have on your ability to consistently meet customer and legal requirements.	DO	DN	NA	
173	Consider the controls that external process providers have implemented and think about how effective their controls really are in practice.	DO	DN	NA	
174	Develop controls for products that your organization is outsourcing.	DO	DN	NA	
175	Ensure that outsourced products remain within your organization's control.	DO	DN	NA	
176	Figure out how you're going to control external product providers.	DO	DN	NA	
177	Consider the potential impact that external product providers could have on your ability to consistently meet customer and legal requirements.	DO	DN	NA	
178	Consider the controls that external product providers have implemented and think about how effective their controls really are in practice.	DO	DN	NA	
179	Develop controls for services that your organization is outsourcing.	DO	DN	NA	
180	Ensure that outsourced services remain within your organization's control.	DO	DN	NA	
181	Figure out how you're going to control external service providers.	DO	DN	NA	
182	Consider the potential impact that external service providers could have on your ability to consistently meet customer and legal requirements.	DO	DN	NA	
183	Consider the controls that external service providers have implemented and think about how effective their controls really are in practice.	DO	DN	NA	
184	Design external process, product, and service verification methods.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 135

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

185	Plan your external process, product, and service verification activities.	DO	DN	NA	
186	Define the scope and extent of external verification and testing activities.	DO	DN	NA	
187	Define requirements whenever verifications are delegated to external providers.	DO	DN	NA	
188	Maintain a register of verification activities delegated to external providers.	DO	DN	NA	
189	Consider risks when you carry out external verification and testing activities.	DO	DN	NA	
190	Consider the risk of external process, product, and service nonconformities.	DO	DN	NA	
191	Consider the risk that counterfeit parts and components are being used.	DO	DN	NA	
192	Consider the risk that raw materials might fail to meet requirements.	DO	DN	NA	
193	Use objective evidence to verify external processes, products, and services.	DO	DN	NA	
194	Use documents and records to verify processes, products, and services.	DO	DN	NA	
195	Examine related test documents and records.	DO	DN	NA	
196	Examine related statistical documents and records.	DO	DN	NA	
197	Examine related process control documents and records.	DO	DN	NA	
198	Examine related conformance documents and records.	DO	DN	NA	
199	Examine the associated certificates of conformity.	DO	DN	NA	
200	Examine related production documents and records.	DO	DN	NA	
201	Review production verification activities and results.	DO	DN	NA	
202	Assess any changes to production process activities.	DO	DN	NA	
203	Review data related to production part approval process.	DO	DN	NA	
204	Develop a process to evaluate the accuracy of test data and test reports.	DO	DN	NA	
205	Validate test data when it is used to verify externally provided products.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 136

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

206	Evaluate and validate the accuracy of test data and test reports whenever they are used to confirm that externally provided products meet requirements.	DO	DN	NA	
207	Evaluate and validate the accuracy of test data and test reports whenever a customer or an organization has identified raw material as a “critical item” or a significant operational risk.	DO	DN	NA	
208	Develop ways of controlling internal providers.	DO	DN	NA	
209	Plan how to control internal processes, products, and services.	DO	DN	NA	
210	Consider the potential impact that internally provided processes, products, and services could have on your ability to consistently meet internal requirements.	DO	DN	NA	
211	Consider the potential impact on your ability to meet customer requirements.	DO	DN	NA	
212	Consider the potential impact on statutory and regulatory requirements.	DO	DN	NA	
213	Consider the controls that internal process, product, and service providers have implemented and think about how effective their controls actually are.	DO	DN	NA	
214	Create controls for internal processes, products, and services.	DO	DN	NA	
215	Design internal process, product, and service verification methods.	DO	DN	NA	
216	Plan your internal process, product, and service verification activities.	DO	DN	NA	
217	Define the scope and extent of internal verification and testing activities.	DO	DN	NA	
218	Consider risks when you carry out internal verification and testing activities.	DO	DN	NA	
219	Use objective evidence to verify internal processes, products, and services.	DO	DN	NA	
220	Develop a process to evaluate the accuracy of test data and test reports.	DO	DN	NA	

#### 7.3 PROVIDE RESOURCES NEEDED TO CONTROL PROCESS

221	Provide the people that are needed in order to control your process.	DO	DN	NA	
222	Provide the training that is needed in order to control your process.	DO	DN	NA	
223	Provide the policies that are needed in order to control your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 137

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

224	Provide the knowledge that is needed in order to control your process.	DO	DN	NA	
225	Provide the procedures that are needed in order to control your process.	DO	DN	NA	
226	Provide the technologies that are needed in order to control your process.	DO	DN	NA	
227	Provide the methodologies that are needed in order to control your process.	DO	DN	NA	
228	Provide the infrastructure that is needed in order to control your process.	DO	DN	NA	

#### 7.4 USE AUTHORIZED METHODS TO CONTROL PROCESS

##### 7.4.1 USE AUTHORIZED METHODS TO CONTROL PROCESS INPUTS

229	Control the unique identity of your process inputs.	DO	DN	NA	
230	Establish suitable means for identifying your process inputs.	DO	DN	NA	
231	Specify the identity of inputs when conformity must be ensured.	DO	DN	NA	
232	Identify inputs whenever input conformity must be ensured.	DO	DN	NA	
233	Identify the monitoring and measurement status of inputs.	DO	DN	NA	
234	Record the identity of inputs when traceability is a requirement.	DO	DN	NA	
235	Clarify your organization's specific input traceability requirements.	DO	DN	NA	
236	Retain the documents and records that are needed to facilitate traceability.	DO	DN	NA	
237	Make arrangements to verify inputs at appropriate stages.	DO	DN	NA	
238	Verify that input requirements were met at all appropriate stages.	DO	DN	NA	
239	Retain evidence that shows that input acceptance criteria were met.	DO	DN	NA	
240	Retain evidence that shows that your input meets defined requirements.	DO	DN	NA	
241	Identify the people who may authorize the release of inputs for production.	DO	DN	NA	
242	Retain and control records to facilitate traceability of input releases.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 138

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

243	Release inputs only if verifications are finished or if authorized to do so.	DO	DN	NA	
244	Verify that your input acceptance criteria are being met.	DO	DN	NA	
245	Verify acceptance before inputs are officially released.	DO	DN	NA	
246	Establish a record of your input acceptance activities.	DO	DN	NA	
247	Document your criteria for input acceptance and rejection.	DO	DN	NA	
248	Document where in the sequence input verification is performed.	DO	DN	NA	
249	Document and retain your input monitoring and measuring results.	DO	DN	NA	
250	Maintain a record of input acceptance and rejection activities.	DO	DN	NA	
251	Document how input monitoring and measuring must be carried out.	DO	DN	NA	
252	Document all required input monitoring and measuring instructions.	DO	DN	NA	
253	Document all required input monitoring and measuring equipment.	DO	DN	NA	
254	Verify that critical input items are being controlled.	DO	DN	NA	
255	Control critical input items in accordance with established methods.	DO	DN	NA	
256	Verify that key input characteristics are being controlled.	DO	DN	NA	
257	Control key input characteristics in accordance with established methods.	DO	DN	NA	
258	Verify that inputs being used in the process are being controlled.	DO	DN	NA	
259	Identify and record purchased products (inputs) that are released for use in your process whenever verification activities have not yet been completed.	DO	DN	NA	
260	Use your records to recall and replace purchased products (inputs) that have been used but do not actually meet requirements.	DO	DN	NA	
261	Verify that all input inspection and verification activities have been completed.	DO	DN	NA	
262	Maintain a record of your input inspection and verification activities and results.	DO	DN	NA	
263	Use records to show that all input inspections and verifications were completed.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 139

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

#### 7.4.2 USE AUTHORIZED METHODS TO CONTROL PROCESS OUTPUTS

264	Control output design and development activities.	DO	DN	NA	
265	Control how output design and development results are defined.	DO	DN	NA	
266	Control how output design and development reviews are carried out.	DO	DN	NA	
267	Ask representatives from all relevant functions to participate in reviews.	DO	DN	NA	
268	Include people concerned with the design and development stage under review.	DO	DN	NA	
269	Evaluate how well design and development results meet requirements.	DO	DN	NA	
270	Control actions taken to address problems identified during reviews.	DO	DN	NA	
271	Control how output design and development verifications are performed.	DO	DN	NA	
272	Verify that design and development outputs meet input requirements.	DO	DN	NA	
273	Control actions taken to address problems identified during verifications.	DO	DN	NA	
274	Control how output design and development validations are performed.	DO	DN	NA	
275	Confirm that your outputs meet intended use requirements.	DO	DN	NA	
276	Verify that all intended use or application requirements are being met.	DO	DN	NA	
277	Control actions taken to address problems identified during validations.	DO	DN	NA	
278	Reverify your outputs if changes occur that invalidate previous results.	DO	DN	NA	
279	Control how output design and development progression is authorized.	DO	DN	NA	
280	Control progression to the next stage of output design and development.	DO	DN	NA	
281	Control how output design and development work is documented.	DO	DN	NA	
282	Control output design and development documents and records.	DO	DN	NA	
283	Control outputs while process is being carried out.	DO	DN	NA	
284	Establish suitable means and methods for identifying process outputs.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 140

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

285	Control how acceptance authority media are used to identify outputs.	DO	DN	NA	
286	Specify the identity of outputs whenever conformity must be ensured.	DO	DN	NA	
287	Identify outputs whenever output conformity must be ensured.	DO	DN	NA	
288	Establish the specific identity of your output configurations.	DO	DN	NA	
289	Specify the unique identity of all required output configurations.	DO	DN	NA	
290	Specify the unique identity of all actual output configurations.	DO	DN	NA	
291	Maintain the unique identity of your output configurations.	DO	DN	NA	
292	Determine differences between required and actual configurations.	DO	DN	NA	
293	Identify the monitoring and measurement status of outputs throughout production.	DO	DN	NA	
294	Record the unique identity of outputs when traceability is a requirement.	DO	DN	NA	
295	Clarify your organization's unique output traceability requirements.	DO	DN	NA	
296	Consider whether identities must be maintained throughout output life cycle.	DO	DN	NA	
297	Consider whether or not you need to be able to trace outputs generated from the same inputs to the final destination.	DO	DN	NA	
298	Consider whether or not you need to maintain a sequential production record for your outputs so that they can be retrieved.	DO	DN	NA	
299	Consider whether or not you need to maintain a sequential assembly record.	DO	DN	NA	
300	Consider whether or not you need to maintain a sequential inspection record.	DO	DN	NA	
301	Consider whether or not you need to maintain a sequential verification record.	DO	DN	NA	
302	Consider whether or not you need to maintain a sequential manufacturing record.	DO	DN	NA	
303	Consider whether components need to be traceable to final assemblies.	DO	DN	NA	
304	Consider whether or not you need to be able to trace components to an assembly and from that assembly to the next higher assembly.	DO	DN	NA	
305	Retain the documents and records that are needed to facilitate traceability.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 141

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

306	Verify that input items, characteristics, and activities are being controlled.	DO	DN	NA	
307	Verify that “critical items” and “key characteristics” are being controlled.	DO	DN	NA	
308	Control identified “critical items” in accordance with established methods.	DO	DN	NA	
309	Control “key characteristics” in accordance with established methods.	DO	DN	NA	
310	Verify that inputs being used in the process are being controlled.	DO	DN	NA	
311	Identify and record purchased products (inputs) that are released for use in your process whenever verification activities have not yet been completed.	DO	DN	NA	
312	Use your records to recall and replace purchased products (inputs) that have been used but do not actually meet requirements.	DO	DN	NA	
313	Verify that all inspection and verification activities have been completed.	DO	DN	NA	
314	Maintain a record of your inspection and verification activities and results.	DO	DN	NA	
315	Use records to show that all inspections and verifications were completed.	DO	DN	NA	
316	Control how outputs are officially released.	DO	DN	NA	
317	Verify acceptance before outputs are officially released.	DO	DN	NA	
318	Implement arrangements to verify your process outputs.	DO	DN	NA	
319	Verify that output requirements were met at all appropriate stages.	DO	DN	NA	
320	Retain evidence that shows that output acceptance criteria were met.	DO	DN	NA	
321	Retain evidence that shows that your output meets defined requirements.	DO	DN	NA	
322	Identify the people who may authorize the release of outputs to process customers.	DO	DN	NA	
323	Retain and control records to facilitate the traceability of output releases.	DO	DN	NA	
324	Release outputs only if verifications are finished or if authorized to do so.	DO	DN	NA	
325	Release output to process customers only if planned arrangements were completed or the customer or a relevant authority allows you to do so.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 142

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

326	Release outputs only if all the documents and records that should accompany output delivery are, in fact, present at delivery.	DO	DN	NA	
327	Use sampling to see if outputs are acceptable (when applicable).	DO	DN	NA	
328	Use recognized statistical principles to justify your sampling plans.	DO	DN	NA	
329	Make sure that your sampling plans are appropriate for use.	DO	DN	NA	
330	Make sure that sampling plans consider process capability.	DO	DN	NA	
331	Make sure that sampling plans consider the criticality of the output.	DO	DN	NA	
332	Establish a record of your output acceptance activities.	DO	DN	NA	
333	Document your criteria for output acceptance and rejection.	DO	DN	NA	
334	Document where in the sequence output verification is performed.	DO	DN	NA	
335	Document and retain your output monitoring and measuring results.	DO	DN	NA	
336	Maintain a record of output acceptance and rejection activities.	DO	DN	NA	
337	Document how output monitoring and measuring must be carried out.	DO	DN	NA	
338	Document all required output monitoring and measuring instructions.	DO	DN	NA	
339	Document all required output monitoring and measuring equipment.	DO	DN	NA	

#### 7.4.3 USE AUTHORIZED METHODS TO CONTROL PROCESS ACTIVITIES

340	Use authorized methods to control normal process activities.	DO	DN	NA	
341	Use authorized methods to control process control activities.	DO	DN	NA	
342	Use authorized methods to control process management activities.	DO	DN	NA	
343	Use authorized methods to control process maintenance activities.	DO	DN	NA	
344	Use authorized methods to control process measurement activities.	DO	DN	NA	
345	Use authorized methods to control process monitoring activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 143

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

346	Use authorized methods to control process evaluation activities.	DO	DN	NA	
347	Use authorized methods to control process audit activities.	DO	DN	NA	
348	Use authorized methods to control process review activities.	DO	DN	NA	
349	Use authorized methods to control process modification activities.	DO	DN	NA	
350	Use authorized methods to control process correction activities.	DO	DN	NA	
351	Use authorized methods to control process improvement activities.	DO	DN	NA	
352	Use authorized methods to control “special process” activities.	DO	DN	NA	
353	Establish methods for managing “special process” activities.	DO	DN	NA	
354	Validate “special process” activities and results.	DO	DN	NA	
355	Validate your ability to achieve planned results whenever outputs cannot be verified by subsequent monitoring or measurement.	DO	DN	NA	
356	Identify in-process inspection and verification points whenever adequate verification of conformity cannot be performed at subsequent stages.	DO	DN	NA	
357	Control “special process” activities and results.	DO	DN	NA	
358	Make arrangements to control special process activities.	DO	DN	NA	
359	Use criteria to control your special process activities.	DO	DN	NA	
360	Use criteria to control how special activities are reviewed.	DO	DN	NA	
361	Use criteria to control how special activities are approved.	DO	DN	NA	
362	Specify the conditions that must be met in order to maintain these approvals.	DO	DN	NA	
363	Use approvals to control your special process activities.	DO	DN	NA	
364	Approve equipment before it is used by special process activities.	DO	DN	NA	
365	Approve facilities before they are used by special process activities.	DO	DN	NA	
366	Approve personnel before they are assigned to special process activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 144

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

367	Approve their qualifications before assigning them to special process activities.	DO	DN	NA	
368	Use procedures to control your special process activities.	DO	DN	NA	
369	Follow specific procedures when implementing special process activities.	DO	DN	NA	
370	Follow specific procedures when maintaining special process activities.	DO	DN	NA	
371	Follow specific procedures when monitoring special process activities.	DO	DN	NA	
372	Follow specific procedures when measuring special process activities.	DO	DN	NA	
373	Follow specific procedures when controlling special process activities.	DO	DN	NA	
374	Use methods to control your special process activities.	DO	DN	NA	
375	Follow specific methods when implementing special process activities.	DO	DN	NA	
376	Follow specific methods when maintaining special process activities.	DO	DN	NA	
377	Follow specific methods when monitoring special process activities.	DO	DN	NA	
378	Follow specific methods when measuring special process activities.	DO	DN	NA	
379	Follow specific methods when controlling special process activities.	DO	DN	NA	
380	Use documents to control your special process activities.	DO	DN	NA	
381	Specify retention requirements for these documents.	DO	DN	NA	
382	Use records to control your special process activities.	DO	DN	NA	
383	Specify retention requirements for these records.	DO	DN	NA	

#### 7.4.4 USE AUTHORIZED METHODS TO CONTROL PROCESS TECHNOLOGY

384	Control process equipment, tools, and software programmes.	DO	DN	NA	
385	Validate technology prior to final release for process operations.	DO	DN	NA	
386	Validate technology that is used to perform process operations.	DO	DN	NA	
387	Validate tools before they are used to perform process operations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 145

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

388	Validate equipment before it is used to perform process operations.	DO	DN	NA	
389	Validate software before it is used to perform process operations.	DO	DN	NA	
390	Validate technology that is used to automate process operations.	DO	DN	NA	
391	Validate tools before they are used to automate process operations.	DO	DN	NA	
392	Validate equipment before it is used to automate process operations.	DO	DN	NA	
393	Validate software before it is used to automate process operations.	DO	DN	NA	
394	Validate technology that is used to maintain process operations.	DO	DN	NA	
395	Validate tools before they are used to maintain process operations.	DO	DN	NA	
396	Validate equipment before it is used to maintain process operations.	DO	DN	NA	
397	Validate software before it is used to maintain process operations.	DO	DN	NA	
398	Validate technology that is used to monitor process operations.	DO	DN	NA	
399	Validate tools before they are used to monitor process operations.	DO	DN	NA	
400	Validate equipment before it is used to monitor process operations.	DO	DN	NA	
401	Validate software before it is used to monitor process operations.	DO	DN	NA	
402	Validate technology that is used to measure process operations.	DO	DN	NA	
403	Validate tools before they are used to measure process operations.	DO	DN	NA	
404	Validate equipment before it is used to measure process operations.	DO	DN	NA	
405	Validate software before it is used to measure process operations.	DO	DN	NA	
406	Validate technology that is used to control process operations.	DO	DN	NA	
407	Validate tools before they are used to control process operations.	DO	DN	NA	
408	Validate equipment before it is used to control process operations.	DO	DN	NA	
409	Validate software before it is used to control process operations.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 146

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

#### 7.4.5 USE AUTHORIZED METHODS TO CONTROL PROCESS PROGRAMMES

410	Use authorized methods to control risk management programme.	DO	DN	NA	
411	Use authorized methods to control safety management programme.	DO	DN	NA	
412	Use authorized methods to control quality management programme.	DO	DN	NA	
413	Use authorized methods to control security management programme.	DO	DN	NA	
414	Use authorized methods to control personnel security management programme.	DO	DN	NA	
415	Use authorized methods to control information security management programme.	DO	DN	NA	
416	Use authorized methods to control component security management programme.	DO	DN	NA	
417	Use authorized methods to control your counterfeit parts programme.	DO	DN	NA	
418	Use authorized methods to control supplier management programme.	DO	DN	NA	
419	Use authorized methods to control environmental management programme.	DO	DN	NA	
420	Use authorized methods to control business continuity management programme.	DO	DN	NA	

#### 7.4.6 USE AUTHORIZED METHODS TO CONTROL PROCESS PERFORMANCE

421	Use authorized methods to control internal personnel.	DO	DN	NA	
422	Identify the people who can affect process performance.	DO	DN	NA	
423	Qualify the people who can affect process performance.	DO	DN	NA	
424	Make sure that they have the competence they need.	DO	DN	NA	
425	Make sure that they have the appropriate training.	DO	DN	NA	
426	Make sure that they have the appropriate education.	DO	DN	NA	
427	Make sure that they have the appropriate experience.	DO	DN	NA	
428	Supervise the people who can affect process performance.	DO	DN	NA	
429	Use authorized methods to control external providers.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 147

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

430	Establish control of all externally provided processes, products, and services.	DO	DN	NA	
431	Ensure that external processes, products, and services meet requirements.	DO	DN	NA	
432	Ensure that externally provided products and services meet requirements if they are incorporated into your process outputs.	DO	DN	NA	
433	Ensure that externally provided products and services meet requirements if external providers deliver them directly to your process customers.	DO	DN	NA	
434	Ensure that externally provided processes and functions meet requirements.	DO	DN	NA	
435	Ensure that outsourced parts of processes and functions meet requirements.	DO	DN	NA	
436	Control the use of externally provided processes, products, and services.	DO	DN	NA	
437	Use customer-designated or customer-approved external providers if required.	DO	DN	NA	
438	Use customer-designated or customer-approved external process sources.	DO	DN	NA	
439	Use customer-designated or customer-approved “special processes”.	DO	DN	NA	
440	Manage risks associated with the selection and use of external providers.	DO	DN	NA	
441	Manage risks related to externally provided processes, products, and services.	DO	DN	NA	
442	Tell external providers to control their direct and sub-tier external providers.	DO	DN	NA	
443	Tell your providers to ensure that their own providers meet requirements.	DO	DN	NA	
444	Perform external process, product, and service verification activities.	DO	DN	NA	
445	Carry out product inspections and service verifications upon receipt.	DO	DN	NA	
446	Carry out periodic inspections and audits at external provider's premises.	DO	DN	NA	
447	Accept external processes, products, and services only if they meet requirements.	DO	DN	NA	
448	Complete verifications before processes, products, and services are accepted.	DO	DN	NA	
449	Complete all verifications before accepting products for use in production.	DO	DN	NA	
450	Identify externally provided products that were released for use in production.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 148

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

451	Record externally provided products that have been released for use in production pending completion of required verification activities.	DO	DN	NA	
452	Recall and replace product if it subsequently fails to meet requirements.	DO	DN	NA	

#### 7.4.7 USE AUTHORIZED METHODS TO CONTROL PROCESS DOCUMENTATION

453	Control how process documents and records are controlled.	DO	DN	NA	
454	Control how process documents and records are created.	DO	DN	NA	
455	Make sure that process documents and records are suitable for use.	DO	DN	NA	
456	Make sure that documents and records are properly identified and described.	DO	DN	NA	
457	Make sure that they have the right names and descriptive titles.	DO	DN	NA	
458	Make sure that they have the right dates and reference numbers.	DO	DN	NA	
459	Make sure that documents and records are properly formatted and presented.	DO	DN	NA	
460	Make sure that process documents and records use the appropriate media.	DO	DN	NA	
461	Make sure that process documents and records use the appropriate graphics.	DO	DN	NA	
462	Make sure that process documents and records use the appropriate language.	DO	DN	NA	
463	Make sure that process documents and records use the appropriate software.	DO	DN	NA	
464	Control how process documents and records are identified.	DO	DN	NA	
465	Control how internal documents and records are identified and described.	DO	DN	NA	
466	Control how external documents and records are identified and described.	DO	DN	NA	
467	Control how process documents and records are distributed.	DO	DN	NA	
468	Control how process documents and records are stored.	DO	DN	NA	
469	Control how process documents and records are retrieved.	DO	DN	NA	
470	Control how process documents and records are accessed.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 149

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

471	Prevent unauthorized access to documents and records.	DO	DN	NA	
472	Make sure that documents and records are available for use where needed.	DO	DN	NA	
473	Make sure that documents and records are available for use when needed.	DO	DN	NA	
474	Control how process documents and records are used.	DO	DN	NA	
475	Control how active process documents and records are used.	DO	DN	NA	
476	Control how documents and records are used to plan your process.	DO	DN	NA	
477	Control how internal documents and records are used to plan your process.	DO	DN	NA	
478	Control how external documents and records are used to plan your process.	DO	DN	NA	
479	Control how documents and records are used to operate your process.	DO	DN	NA	
480	Control how internal documents and records are used to operate process.	DO	DN	NA	
481	Control how external documents and records are used to operate process.	DO	DN	NA	
482	Control how documents and records are used to implement your process.	DO	DN	NA	
483	Control how internal documents and records are used to implement process.	DO	DN	NA	
484	Control how external documents and records are used to implement process.	DO	DN	NA	
485	Control how documents and records are used to maintain your process.	DO	DN	NA	
486	Control how internal documents and records are used to maintain process.	DO	DN	NA	
487	Control how external documents and records are used to maintain process.	DO	DN	NA	
488	Control how documents and records are used to monitor your process.	DO	DN	NA	
489	Control how internal documents and records are used to monitor process.	DO	DN	NA	
490	Control how external documents and records are used to monitor process.	DO	DN	NA	
491	Control how documents and records are used to measure your process.	DO	DN	NA	
492	Control how internal documents and records are used to measure process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 150

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

493	Control how external documents and records are used to measure process.	DO	DN	NA	
494	Control how documents and records are used to control your process.	DO	DN	NA	
495	Control how internal documents and records are used to control process.	DO	DN	NA	
496	Control how external documents and records are used to control process.	DO	DN	NA	
497	Control how documents and records are used to evaluate your process.	DO	DN	NA	
498	Control how documents and records are used to audit your process.	DO	DN	NA	
499	Control how internal documents and records are used to audit process.	DO	DN	NA	
500	Control how external documents and records are used to audit process.	DO	DN	NA	
501	Control how documents and records are used to review your process.	DO	DN	NA	
502	Control how internal documents and records are used to review process.	DO	DN	NA	
503	Control how external documents and records are used to review process.	DO	DN	NA	
504	Control how documents and records are used to modify your process.	DO	DN	NA	
505	Control how documents and records are used to correct your process.	DO	DN	NA	
506	Control how internal documents and records are used to correct process.	DO	DN	NA	
507	Control how external documents and records are used to correct process.	DO	DN	NA	
508	Control how documents and records are used to improve your process.	DO	DN	NA	
509	Control how internal documents and records are used to improve process.	DO	DN	NA	
510	Control how external documents and records are used to improve process.	DO	DN	NA	
511	Control how inactive process documents and records are used.	DO	DN	NA	
512	Control how obsolete process documents and records are used.	DO	DN	NA	
513	Prevent the unintended use of obsolete documented information.	DO	DN	NA	
514	Identify your obsolete process documents and records.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 151

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

515	Control your obsolete process documents and records.	DO	DN	NA	
516	Remove your obsolete process documents and records.	DO	DN	NA	
517	Control how process documents and records are protected.	DO	DN	NA	
518	Control how paper documents and records are protected.	DO	DN	NA	
519	Ensure that paper documents and records are protected.	DO	DN	NA	
520	Protect the integrity of your paper documents and records.	DO	DN	NA	
521	Prevent unauthorized or improper use of paper documents and records.	DO	DN	NA	
522	Protect the confidentiality of paper documents and records.	DO	DN	NA	
523	Protect the legibility of paper documents and records.	DO	DN	NA	
524	Control how electronic documents and records are protected.	DO	DN	NA	
525	Ensure that electronic documents and records are protected.	DO	DN	NA	
526	Define and develop suitable data protection methods.	DO	DN	NA	
527	Protect process documents and records from loss.	DO	DN	NA	
528	Protect process documents and records from corruption.	DO	DN	NA	
529	Protect process documents and records from physical damage.	DO	DN	NA	
530	Protect process documents and records from unauthorized access.	DO	DN	NA	
531	Protect process documents and records from unintended alteration.	DO	DN	NA	
532	Protect process documents and records from inappropriate changes.	DO	DN	NA	
533	Control how process documents and records are changed.	DO	DN	NA	
534	Control how paper documents and records are changed.	DO	DN	NA	
535	Use version control to manage changes to paper documents and records.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 152

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

536	Prevent unintended alterations or modifications of paper documents and records that are maintained as evidence of conformity.	DO	DN	NA	
537	Control how electronic documents and records are changed.	DO	DN	NA	
538	Control how process documents and records are preserved.	DO	DN	NA	
539	Control the retention of documents and records.	DO	DN	NA	
540	Control the disposal of documents and records.	DO	DN	NA	
541	Control all the process documents and records that you need.	DO	DN	NA	
542	Control all the internal documents and records that your process needs.	DO	DN	NA	
543	Control information that your process needs in order to be effective.	DO	DN	NA	
544	Control all the documents and records needed to operate your process.	DO	DN	NA	
545	Control all the documents and records used to facilitate process operations.	DO	DN	NA	
546	Control all the documents and records used to facilitate output compliance.	DO	DN	NA	
547	Control all the documents and records needed to maintain your process.	DO	DN	NA	
548	Control all the documents and records used to maintain process operations.	DO	DN	NA	
549	Control all the documents and records used to maintain output compliance.	DO	DN	NA	
550	Control all the documents and records needed to monitor your process.	DO	DN	NA	
551	Control all the documents and records used to monitor process operations.	DO	DN	NA	
552	Control all the documents and records used monitor output compliance.	DO	DN	NA	
553	Control all the documents and records needed to measure your process.	DO	DN	NA	
554	Control all the documents and records used to measure process operations.	DO	DN	NA	
555	Control all the documents and records used to measure output compliance.	DO	DN	NA	
556	Control all the documents and records needed to control your process.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 153

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 7. CONTROL PROCESS

557	Control all the documents and records used to control process operations.	DO	DN	NA	
558	Control all the documents and records used to control output compliance.	DO	DN	NA	
559	Control all the documents and records needed to evaluate your process.	DO	DN	NA	
560	Control all the documents and records needed to audit your process.	DO	DN	NA	
561	Control all the documents and records used to audit process operations.	DO	DN	NA	
562	Control all the documents and records used to audit output compliance.	DO	DN	NA	
563	Control all the documents and records needed to review your process.	DO	DN	NA	
564	Control all the documents and records used to review process operations.	DO	DN	NA	
565	Control all the documents and records used to review output compliance.	DO	DN	NA	
566	Control all the documents and records needed to modify your process.	DO	DN	NA	
567	Control all the documents and records needed to correct your process.	DO	DN	NA	
568	Control all the documents and records used to correct process operations.	DO	DN	NA	
569	Control all the documents and records used to correct output compliance.	DO	DN	NA	
570	Control all the documents and records needed to improve your process.	DO	DN	NA	
571	Control all the documents and records used to improve process operations.	DO	DN	NA	
572	Control all the documents and records used to improve output compliance.	DO	DN	NA	
573	Control all the external documents and records that your process needs.	DO	DN	NA	
574	Control all external documented information needed in order to plan process.	DO	DN	NA	
575	Control all external documented information needed in order to operate process.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 7

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 154

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

#### 8.1 PLAN HOW YOU'RE GOING TO EVALAUTE PROCESS

##### 8.1.1 PLAN HOW YOU'RE GOING TO AUDIT YOUR PROCESS

1	Develop an internal audit programme.	DO	DN	NA	
2	Develop a programme that can find out if your process meets requirements.	DO	DN	NA	
3	Make sure it can determine how well your process meets corporate expectations.	DO	DN	NA	
4	Make sure it can determine how well your process meets international standards.	DO	DN	NA	
5	Develop a programme that can determine if your process is actually effective.	DO	DN	NA	
6	Make sure that your programme is capable of producing valid results.	DO	DN	NA	
7	Establish your internal audit programme.	DO	DN	NA	
8	Assign internal audit responsibilities.	DO	DN	NA	
9	Develop your internal audit methods.	DO	DN	NA	
10	Clarify your internal audit standards.	DO	DN	NA	
11	Expect auditors to be objective.	DO	DN	NA	
12	Expect auditors to be impartial.	DO	DN	NA	
13	Specify internal audit planning requirements.	DO	DN	NA	
14	Expect auditors to consider the results of previous audits.	DO	DN	NA	
15	Expect auditors to consider the impact proposed changes could have.	DO	DN	NA	
16	Expect auditors to consider the importance of the processes being audited.	DO	DN	NA	
17	Define internal audit reporting requirements.	DO	DN	NA	
18	Expect auditors to report results to management.	DO	DN	NA	
19	Formulate internal audit schedules.	DO	DN	NA	
20	Expect audits to be done at planned intervals.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 155

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

#### 8.1.2 PLAN HOW YOU'RE GOING TO ANALYZE YOUR PROCESS

21	Plan how you're going to analyze the opinions and satisfaction of process customers.	DO	DN	NA	
22	Plan how you're going to use your analytical results to evaluate satisfaction.	DO	DN	NA	
23	Plan how you're going to analyze the degree of customer satisfaction.	DO	DN	NA	
24	Plan how you're going to use your analytical results to evaluate effectiveness.	DO	DN	NA	
25	Plan how you're going to analyze the effectiveness of process operations.	DO	DN	NA	
26	Plan how you're going to determine if you need to improve effectiveness.	DO	DN	NA	
27	Plan how you're going to analyze the effectiveness of your process planning.	DO	DN	NA	
28	Plan how you're going to determine if plans were effectively implemented.	DO	DN	NA	
29	Plan how you're going to analyze the effectiveness of actions taken by managers.	DO	DN	NA	
30	Plan how you're going to analyze the effectiveness of actions taken to address risks.	DO	DN	NA	
31	Plan how you're going to analyze the effectiveness of actions taken to exploit opportunities.	DO	DN	NA	
32	Plan how you're going to analyze the conformance and effectiveness of your process.	DO	DN	NA	
33	Plan how you're going to use your analytical results to evaluate conformance.	DO	DN	NA	
34	Plan how you're going to analyze the conformity of process outputs.	DO	DN	NA	
35	Plan how you're going to analyze your process output problems.	DO	DN	NA	
36	Plan how you're going to analyze output problems reported by external sources.	DO	DN	NA	
37	Plan how you're going to analyze output problems reported using advisories.	DO	DN	NA	
38	Plan how you're going to analyze output problems reported by means of alerts.	DO	DN	NA	
39	Plan how you're going to analyze problems reported by means of industry alerts.	DO	DN	NA	
40	Plan how you're going to analyze problems reported by means of government alerts.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 156

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

41	Plan how you're going to analyze output problems revealed by internal sources.	DO	DN	NA	
42	Plan how you're going to use your analytical results to evaluate effectiveness.	DO	DN	NA	
43	Plan how you're going to analyze the effectiveness of your process operations.	DO	DN	NA	
44	Plan how you're going to determine if you need to improve its effectiveness.	DO	DN	NA	
45	Plan how you're going to analyze the competence and performance of process personnel.	DO	DN	NA	
46	Plan how you're going to analyze the effectiveness of actions taken to acquire competence.	DO	DN	NA	
47	Plan how you're going to analyze the conformance and performance of external providers.	DO	DN	NA	
48	Plan how to analyze process, product, and service conformity of each external provider.	DO	DN	NA	
49	Plan how to analyze the on-time delivery performance of each external provider.	DO	DN	NA	
50	Plan how you're going to analyze the approval status of each external provider.	DO	DN	NA	
51	Plan how to define actions to take when external providers fail to meet requirements.	DO	DN	NA	

#### 8.1.3 PLAN HOW YOU'RE GOING TO REVIEW YOUR PROCESS

52	Consider how you're going to review your process.	DO	DN	NA	
53	Consider how you're going to review the suitability of your process.	DO	DN	NA	
54	Consider how you're going to review the adequacy of your process.	DO	DN	NA	
55	Consider how you're going to review the effectiveness of your process.	DO	DN	NA	
56	Consider the issues that are relevant to your process.	DO	DN	NA	
57	Consider changes in the external issues that influence your process.	DO	DN	NA	
58	Consider changes in the internal issues that influence your process.	DO	DN	NA	
59	Consider the status of your previous management reviews.	DO	DN	NA	
60	Consider the status of the actions that were previously taken.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 157

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

#### 8.2 PROVIDE RESOURCES NEEDED TO EVALUATE PROCESS

##### 8.2.1 PROVIDE THE PEOPLE THAT YOU NEED TO EVALAUTE YOUR PROCESS

61	Provide the people that you need in order to audit your process.	DO	DN	NA	
62	Provide the people that you need in order to analyze your process.	DO	DN	NA	
63	Provide the people that you need in order to review your process.	DO	DN	NA	

##### 8.2.2 PROVIDE THE KNOWLEDGE THAT YOU NEED TO EVALUATE YOUR PROCESS

64	Provide the knowledge that you need in order to audit your process.	DO	DN	NA	
65	Provide the knowledge that you need in order to analyze your process.	DO	DN	NA	
66	Provide the knowledge that you need in order to review your process.	DO	DN	NA	

##### 8.2.3 PROVIDE THE TECHNOLOGY THAT YOU NEED TO EVALUATE YOUR PROCESS

67	Provide the technology that you need in order to audit your process.	DO	DN	NA	
68	Provide the technology that you need in order to analyze your process.	DO	DN	NA	
69	Provide the technology that you need in order to review your process.	DO	DN	NA	

##### 8.2.4 PROVIDE THE INFRASTRUCTURE THAT YOU NEED TO EVALUATE YOUR PROCESS

70	Provide the infrastructure that you need in order to audit your process.	DO	DN	NA	
71	Provide the infrastructure that you need in order to analyze your process.	DO	DN	NA	
72	Provide the infrastructure that you need in order to review your process.	DO	DN	NA	

#### 8.3 USE AUTHORIZED METHODS TO EVALUATE PROCESS

##### 8.3.1 USE AUTHORIZED METHODS TO AUDIT YOUR PROCESS

73	Plan your internal process audit activities.	DO	DN	NA	
74	Define the scope for each internal process audit.	DO	DN	NA	
75	Specify audit criteria for each internal process audit.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 158

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

76	Clarify internal process audit methods and techniques.	DO	DN	NA	
77	Select impartial and objective internal process auditors.	DO	DN	NA	
78	Schedule internal process audits at planned intervals.	DO	DN	NA	
79	Carry out internal process audits at planned intervals.	DO	DN	NA	
80	Conduct internal conformance audits of your process.	DO	DN	NA	
81	Determine if your process meets relevant requirements.	DO	DN	NA	
82	Determine if your process meets internal requirements.	DO	DN	NA	
83	Determine if your process meets external requirements.	DO	DN	NA	
84	Determine if your process meets external customer requirements.	DO	DN	NA	
85	Determine if your process meets external statutory requirements.	DO	DN	NA	
86	Determine if your process meets external regulatory requirements.	DO	DN	NA	
87	Determine if your process complies with government regulations.	DO	DN	NA	
88	Determine if your process complies with international standards.	DO	DN	NA	
89	Determine how well process meets safety management requirements.	DO	DN	NA	
90	Determine how well process meets security management requirements.	DO	DN	NA	
91	Determine how well process meets quality management requirements.	DO	DN	NA	
92	Determine how well process meets environmental management requirements.	DO	DN	NA	
93	Determine how well process meets business continuity management requirements.	DO	DN	NA	
94	Conduct internal effectiveness audits of your process.	DO	DN	NA	
95	Determine how effective process implementation was.	DO	DN	NA	
96	Use performance indicators to see if process was effectively implemented.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 159

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

97	Determine how effective process operations are.	DO	DN	NA	
98	Use performance indicators to see if process is being effectively operated.	DO	DN	NA	
99	Determine how effective process control is.	DO	DN	NA	
100	Use performance indicators to see if process is being effectively controlled.	DO	DN	NA	
101	Determine how effective process maintenance is.	DO	DN	NA	
102	Use performance indicators to see if process is being effectively maintained.	DO	DN	NA	
103	Determine how effective process monitoring is.	DO	DN	NA	
104	Use performance indicators to see if process is being effectively monitored.	DO	DN	NA	
105	Determine how effective process measurement is.	DO	DN	NA	
106	Use performance indicators to see if process is being effectively measured.	DO	DN	NA	
107	Determine how effective process evaluations are.	DO	DN	NA	
108	Use performance indicators to see if process is being effectively evaluated.	DO	DN	NA	
109	Use performance indicators to see if process is being effectively audited.	DO	DN	NA	
110	Use performance indicators to see if process is being effectively reviewed.	DO	DN	NA	
111	Determine how effective process modifications are.	DO	DN	NA	
112	Use performance indicators to see if process is being effectively modified.	DO	DN	NA	
113	Use performance indicators to see if process corrections are effective.	DO	DN	NA	
114	Use performance indicators to see if process improvements are effective.	DO	DN	NA	
115	Report process audit results to management.	DO	DN	NA	
116	Maintain your internal process audit programme.	DO	DN	NA	
117	Retain documented information about your process audit programme.	DO	DN	NA	
118	Retain your internal process audit results and control these results.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 160

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

#### 8.3.2 USE AUTHORIZED METHODS TO ANALYZE YOUR PROCESS

119	Analyze the opinions of process customers.	DO	DN	NA	
120	Use your analytical results to evaluate satisfaction.	DO	DN	NA	
121	Evaluate the degree of customer satisfaction.	DO	DN	NA	
122	Analyze the performance of your process.	DO	DN	NA	
123	Use your results to analyze conformance.	DO	DN	NA	
124	Analyze the conformity of process outputs.	DO	DN	NA	
125	Analyze your process output problems.	DO	DN	NA	
126	Analyze output problems reported by external sources.	DO	DN	NA	
127	Analyze output problems reported using advisories.	DO	DN	NA	
128	Analyze output problems reported by means of alerts.	DO	DN	NA	
129	Analyze problems reported by means of industry alerts.	DO	DN	NA	
130	Analyze problems reported by means of government alerts.	DO	DN	NA	
131	Analyze output problems revealed by internal sources.	DO	DN	NA	
132	Use your results to analyze effectiveness.	DO	DN	NA	
133	Analyze the effectiveness of your process operations.	DO	DN	NA	
134	Determine if you need to improve its effectiveness.	DO	DN	NA	
135	Analyze the effectiveness of your process.	DO	DN	NA	
136	Use your results to analyze process effectiveness.	DO	DN	NA	
137	Analyze the effectiveness of process operations.	DO	DN	NA	
138	Determine if you need to improve process operations.	DO	DN	NA	
139	Analyze the effectiveness of process maintenance.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 161

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

140	Determine if you need to improve process maintenance.	DO	DN	NA	
141	Analyze the effectiveness of process monitoring.	DO	DN	NA	
142	Determine if you need to improve process monitoring.	DO	DN	NA	
143	Analyze the effectiveness of process measurement.	DO	DN	NA	
144	Determine if you need to improve process measurement.	DO	DN	NA	
145	Analyze the effectiveness of process evaluations.	DO	DN	NA	
146	Analyze the effectiveness of process audits.	DO	DN	NA	
147	Determine if you need to improve process audits.	DO	DN	NA	
148	Analyze the effectiveness of process reviews.	DO	DN	NA	
149	Determine if you need to improve process reviews.	DO	DN	NA	
150	Analyze the effectiveness of process modifications.	DO	DN	NA	
151	Analyze the effectiveness of process corrections.	DO	DN	NA	
152	Determine if you need to improve process correction activities.	DO	DN	NA	
153	Analyze the effectiveness of process improvements.	DO	DN	NA	
154	Determine if you need to improve process improvement activities.	DO	DN	NA	
155	Use your results to analyze process management.	DO	DN	NA	
156	Analyze the effectiveness of actions taken by managers.	DO	DN	NA	
157	Analyze the effectiveness of actions taken to address process risks.	DO	DN	NA	
158	Analyze the effectiveness of actions taken to address process opportunities.	DO	DN	NA	
159	Analyze the effectiveness of actions taken to address process nonconformities.	DO	DN	NA	
160	Analyze the effectiveness of actions taken to address process performance problems.	DO	DN	NA	
161	Analyze the competence of process participants.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 162

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

162	Analyze the competence and performance of process personnel.	DO	DN	NA	
163	Analyze the effectiveness of actions taken to acquire competence.	DO	DN	NA	
164	Analyze the competence and performance of external providers.	DO	DN	NA	
165	Analyze the process, product, and service conformity of each external provider.	DO	DN	NA	
166	Analyze the on-time delivery performance of each external provider.	DO	DN	NA	
167	Analyze the approval status of each external provider.	DO	DN	NA	
168	Define the actions to take when external providers fail to meet requirements.	DO	DN	NA	

#### 8.3.3 USE AUTHORIZED METHODS TO REVIEW YOUR PROCESS

169	Review the performance of your process.	DO	DN	NA	
170	Review your process nonconformities.	DO	DN	NA	
171	Review process output nonconformities.	DO	DN	NA	
172	Review customer perceptions and satisfaction.	DO	DN	NA	
173	Use output conformity information to review customer satisfaction.	DO	DN	NA	
174	Use on-time delivery performance to review customer satisfaction.	DO	DN	NA	
175	Use corrective action requests to review customer satisfaction.	DO	DN	NA	
176	Use customer complaints to review customer satisfaction.	DO	DN	NA	
177	Review the performance of process personnel.	DO	DN	NA	
178	Review how well objectives are being met.	DO	DN	NA	
179	Review the competence of process personnel.	DO	DN	NA	
180	Review process management activities and results.	DO	DN	NA	
181	Review process control methods and results.	DO	DN	NA	
182	Review process operations methods and results.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 163

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

183	Review process monitoring methods and results.	DO	DN	NA	
184	Review process measurement methods and results.	DO	DN	NA	
185	Review process maintenance methods and results.	DO	DN	NA	
186	Review process evaluation methods and results.	DO	DN	NA	
187	Review process audit activities and results.	DO	DN	NA	
188	Review process analysis activities and results.	DO	DN	NA	
189	Review process modification methods and results.	DO	DN	NA	
190	Review actual process modifications.	DO	DN	NA	
191	Review actions taken to modify your process.	DO	DN	NA	
192	Review the effectiveness of actions taken to improve process.	DO	DN	NA	
193	Review the effectiveness of corrective and preventive actions.	DO	DN	NA	
194	Review corrective actions taken to address process nonconformities.	DO	DN	NA	
195	Review preventive actions taken to address process nonconformities.	DO	DN	NA	
196	Review potential process modifications.	DO	DN	NA	
197	Review potential improvement opportunities.	DO	DN	NA	
198	Review potential corrective and preventive actions.	DO	DN	NA	
199	Review process risks and opportunities.	DO	DN	NA	
200	Review actions taken to address risks and opportunities.	DO	DN	NA	
201	Review the effectiveness of the actions that were taken.	DO	DN	NA	
202	Review suitability of process environment.	DO	DN	NA	
203	Review external process, product, and service providers.	DO	DN	NA	
204	Review your external process, product, and service verification activities.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 164

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 8. EVALUATE PROCESS

205	Review verifications whenever they are delegated to external providers.	DO	DN	NA	
206	Review the issues that could influence process performance.	DO	DN	NA	
207	Review and evaluate the issues and concerns of interested parties.	DO	DN	NA	
208	Review and evaluate their changing needs and expectations.	DO	DN	NA	
209	Review the adequacy of process resources.	DO	DN	NA	
210	Generate suitable management review outputs.	DO	DN	NA	

#### 8.4 RECORD THE RESULTS OF PROCESS EVALUATIONS

211	Record your process audit activities and results.	DO	DN	NA	
212	Maintain and control your process audit records.	DO	DN	NA	
213	Record your process analysis activities and results.	DO	DN	NA	
214	Maintain and control your process analysis records.	DO	DN	NA	
215	Record your process review activities and results.	DO	DN	NA	
216	Maintain and control your process review records.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 8

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 165

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

#### 9.1 ESTABLISH YOUR PROCESS MODIFICATION METHODS

##### 9.1.1 ESTABLISH METHODS FOR CORRECTING PROCESS AND OUTPUTS

1	Establish appropriate corrective action methods and procedures.	DO	DN	NA	
2	Document your corrective action methods and procedures.	DO	DN	NA	
3	Maintain documents that describe your corrective action methods and procedures.	DO	DN	NA	
4	Establish appropriate corrective action record keeping methods.	DO	DN	NA	
5	Figure out how you're going to record the actions taken to correct process and outputs.	DO	DN	NA	
6	Figure out how you're going to record the process and output corrections that are made.	DO	DN	NA	

##### 9.1.2 ESTABLISH METHODS FOR IMPROVING PROCESS AND OUTPUTS

7	Establish appropriate process and output improvement methods and procedures.	DO	DN	NA	
8	Document your process and output improvement methods and procedures.	DO	DN	NA	
9	Maintain documents describing process and output improvement methods and procedures.	DO	DN	NA	
10	Establish appropriate process and output improvement record keeping methods.	DO	DN	NA	
11	Figure out how you're going to record the actions taken to improve process and outputs.	DO	DN	NA	
12	Figure out how you're going to record the process and output improvements that are made.	DO	DN	NA	

#### 9.2 IDENTIFY OPPORTUNITIES TO MODIFY YOUR PROCESS

##### 9.2.1 DISCOVER OPPORTUNITIES TO MODIFY PROCESS AND OUTPUTS

13	Discover opportunities to correct your process and its outputs.	DO	DN	NA	
14	Discover opportunities to make corrections by examining audit reports.	DO	DN	NA	
15	Discover opportunities to make corrections by examining review results.	DO	DN	NA	
16	Discover opportunities to make corrections by examining best practices.	DO	DN	NA	
17	Discover opportunities to make corrections by examining lessons learned.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 166

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

18	Discover opportunities to make corrections by examining nonconformities.	DO	DN	NA	
19	Discover opportunities to make corrections by examining customer feedback.	DO	DN	NA	
20	Discover opportunities to improve your process and its outputs.	DO	DN	NA	
21	Discover improvement opportunities by examining audit reports.	DO	DN	NA	
22	Discover improvement opportunities by examining review results.	DO	DN	NA	
23	Discover improvement opportunities by examining best practices.	DO	DN	NA	
24	Discover improvement opportunities by examining lessons learned.	DO	DN	NA	
25	Discover improvement opportunities by examining nonconformities.	DO	DN	NA	
26	Discover improvement opportunities by examining customer feedback.	DO	DN	NA	

#### 9.2.2 DEFINE OPPORTUNITIES TO MODIFY YOUR PROCESS AND OUTPUTS

27	Define opportunities to correct and improve process outputs.	DO	DN	NA	
28	Define opportunities to correct and improve the quality of your outputs.	DO	DN	NA	
29	Define opportunities to correct and improve the safety of your outputs.	DO	DN	NA	
30	Define opportunities to correct and improve the security of your outputs.	DO	DN	NA	
31	Define opportunities to correct and improve process performance.	DO	DN	NA	
32	Define opportunities to correct and improve process operations.	DO	DN	NA	
33	Define opportunities to correct and improve process maintenance.	DO	DN	NA	
34	Define opportunities to correct and improve process monitoring.	DO	DN	NA	
35	Define opportunities to correct and improve process measurement.	DO	DN	NA	
36	Define opportunities to correct and improve process controls.	DO	DN	NA	
37	Define opportunities to correct and improve process evaluations.	DO	DN	NA	
38	Define opportunities to correct and improve process audits.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 167

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

39	Define opportunities to correct and improve process reviews.	DO	DN	NA	
----	--	----	----	----	--

#### 9.2.3 CONFIRM THAT PROCESS AND OUTPUT MODIFICATIONS ARE NEEDED

40	Confirm that proposed process modifications are necessary.	DO	DN	NA	
41	Confirm that proposed process modifications would be feasible.	DO	DN	NA	
42	Confirm that proposed process modifications would be appropriate.	DO	DN	NA	
43	Confirm that proposed process modifications would be effective.	DO	DN	NA	
44	Confirm that proposed process modifications would be cost-effective.	DO	DN	NA	
45	Confirm that proposed output modifications would be necessary.	DO	DN	NA	
46	Confirm that proposed output modifications would be feasible.	DO	DN	NA	
47	Confirm that proposed output modifications would be appropriate.	DO	DN	NA	
48	Confirm that proposed output modifications would be effective.	DO	DN	NA	
49	Confirm that proposed output modifications would be cost-effective.	DO	DN	NA	

#### 9.2.4 APPROVE OPPORTUNITIES TO MODIFY YOUR PROCESS AND OUTPUTS

50	Authorize proposed process corrections and improvements.	DO	DN	NA	
51	Authorize proposed output corrections and improvements.	DO	DN	NA	

### 9.3 PLAN HOW YOU'RE GOING TO MODIFY YOUR PROCESS

#### 9.3.1 PLAN HOW YOU'RE GOING TO CORRECT PROCESS AND ITS OUTPUTS

52	Plan how you're going to apply your corrective action methods and procedures.	DO	DN	NA	
53	Plan how you're going to react to your process and output nonconformities.	DO	DN	NA	
54	Plan how you're going to control and correct process and output nonconformities.	DO	DN	NA	
55	Plan how you're going to deal with all relevant effects and consequences.	DO	DN	NA	
56	Plan how you're going to document your corrective action activities and results.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 168

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

57	Plan how you're going to document the actions taken and the results achieved.	DO	DN	NA	
58	Plan how you're going to retain and control your record of actions and results.	DO	DN	NA	
59	Plan how you're going to evaluate the need to eliminate causes.	DO	DN	NA	
60	Plan how you're going to review and analyze the nonconformity.	DO	DN	NA	
61	Plan how you're going to determine the causes of the nonconformity.	DO	DN	NA	
62	Plan how to determine if human factors are responsible for the nonconformity.	DO	DN	NA	
63	Plan how to determine if external providers are responsible for the nonconformity.	DO	DN	NA	
64	Plan how to flow down corrective action requirements to your external providers.	DO	DN	NA	
65	Plan how you're going to decide if corrective action should be taken.	DO	DN	NA	
66	Plan how you're going to develop corrective actions to address causes.	DO	DN	NA	
67	Plan how you're going to make sure that your actions are feasible.	DO	DN	NA	
68	Plan how you're going to make sure that your actions are appropriate.	DO	DN	NA	
69	Plan how you're going to make sure that actions also consider consequences.	DO	DN	NA	
70	Plan how you're going to make sure that your actions are effective.	DO	DN	NA	
71	Plan how you're going to make sure that your actions are cost-effective.	DO	DN	NA	
72	Plan how you're going to get managers to authorize corrective action.	DO	DN	NA	
73	Plan how you're going to submit corrective action requests.	DO	DN	NA	
74	Plan how you're going to take corrective actions to deal with causes.	DO	DN	NA	
75	Plan how you're going to correct your process and its outputs.	DO	DN	NA	
76	Plan how you're going to review the effectiveness of corrective actions.	DO	DN	NA	
77	Plan how you're going to respond when correction actions aren't taken.	DO	DN	NA	
78	Plan how you're going to update your list of process and output risks.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 169

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

#### 9.3.2 PLAN HOW YOU'RE GOING TO IMPROVE PROCESS AND ITS OUTPUTS

79	Plan improvements and other changes to your process.	DO	DN	NA	
80	Identify people authorized to approve changes in your process.	DO	DN	NA	
81	Use your process purpose and scope to guide process improvements.	DO	DN	NA	
82	Use process policy statements to guide process improvements.	DO	DN	NA	
83	Use your quality policy to guide your process improvements.	DO	DN	NA	
84	Use your quality objectives to guide process improvements.	DO	DN	NA	
85	Use your safety policy to guide your process improvements.	DO	DN	NA	
86	Use your safety objectives to guide process improvements.	DO	DN	NA	
87	Use your security policy to guide your process improvements.	DO	DN	NA	
88	Use your security objectives to guide process improvements.	DO	DN	NA	
89	Use your environmental policy to guide your process improvements.	DO	DN	NA	
90	Use your environmental objectives to guide process improvements.	DO	DN	NA	
91	Use your business continuity policy to guide your process improvements.	DO	DN	NA	
92	Use your business continuity objectives to guide process improvements.	DO	DN	NA	
93	Consider improvements and other changes to your process.	DO	DN	NA	
94	Consider the purpose and effects of the changes you intend to make.	DO	DN	NA	
95	Consider responsibilities and authorities whenever you make changes.	DO	DN	NA	
96	Consider allocating or reallocating responsibilities and authorities.	DO	DN	NA	
97	Consider the consequences that changes could potentially produce.	DO	DN	NA	
98	Consider the availability of resources whenever you make changes	DO	DN	NA	
99	Consider the integrity of your process whenever you make changes.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 170

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

100	Figure out how you're going to control changes in your process.	DO	DN	NA	
101	Ensure that process continues to meet requirements even though changes are being made.	DO	DN	NA	
102	Plan improvements and other changes to process outputs.	DO	DN	NA	
103	Identify people authorized to approve changes in process outputs.	DO	DN	NA	
104	Use your process purpose and scope to guide output improvements.	DO	DN	NA	
105	Use process policy statements to guide process improvements.	DO	DN	NA	
106	Use your quality policy to guide your output improvements.	DO	DN	NA	
107	Use your quality objectives to guide output improvements.	DO	DN	NA	
108	Use your safety policy to guide your output improvements.	DO	DN	NA	
109	Use your safety objectives to guide output improvements.	DO	DN	NA	
110	Use your security policy to guide your output improvements.	DO	DN	NA	
111	Use your security objectives to guide output improvements.	DO	DN	NA	
112	Use your environmental policy to guide your output improvements.	DO	DN	NA	
113	Use your environmental objectives to guide output improvements.	DO	DN	NA	
114	Consider improvements and other changes to your outputs.	DO	DN	NA	
115	Consider the purpose and effects of the output changes you intend to make.	DO	DN	NA	
116	Consider responsibilities and authorities whenever you make output changes.	DO	DN	NA	
117	Consider the consequences that output changes could potentially produce.	DO	DN	NA	
118	Consider the availability of resources whenever you make output changes.	DO	DN	NA	
119	Consider the integrity of your outputs whenever you make changes.	DO	DN	NA	
120	Figure out how you're going to control changes in your process outputs.	DO	DN	NA	
121	Ensure that outputs continue to meet requirements even though changes are being made.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 171

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

#### 9.4 USE AUTHORIZED METHODS TO MODIFY YOUR PROCESS

##### 9.4.1 USE AUTHORIZED METHODS TO CORRECT PROCESS AND OUTPUTS

122	Apply your corrective action methods and procedures.	DO	DN	NA	
123	Evaluate the need to eliminate causes of nonconformity.	DO	DN	NA	
124	Review and analyze your process and output nonconformities.	DO	DN	NA	
125	Determine the causes of process and output nonconformities.	DO	DN	NA	
126	Determine if human factors are responsible for the nonconformity.	DO	DN	NA	
127	Determine if external providers are responsible for the nonconformity.	DO	DN	NA	
128	Flow down corrective action requirements to your external providers.	DO	DN	NA	
129	Decide if the causes of process or output nonconformity must be addressed.	DO	DN	NA	
130	Develop corrective actions to address causes of nonconformity.	DO	DN	NA	
131	Make sure that your corrective actions are feasible.	DO	DN	NA	
132	Make sure that your corrective actions are appropriate.	DO	DN	NA	
133	Make sure that actions also consider effects.	DO	DN	NA	
134	Make sure that your corrective actions are effective.	DO	DN	NA	
135	Make sure that your corrective actions are cost-effective.	DO	DN	NA	
136	Take corrective action to address the causes of nonconformity.	DO	DN	NA	
137	Provide the resources needed to correct process and outputs.	DO	DN	NA	
138	Provide suitable resources needed to correct process outputs.	DO	DN	NA	
139	Provide suitable resources needed to correct process activities.	DO	DN	NA	
140	Control your corrective action activities and results.	DO	DN	NA	
141	Monitor your corrective action activities and results.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 172

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

142	Record your corrective action activities and results.	DO	DN	NA	
143	Document the actions taken and the results achieved.	DO	DN	NA	
144	Retain and control your record of corrective actions taken.	DO	DN	NA	

#### 9.4.2 USE AUTHORIZED METHODS TO IMPROVE PROCESS AND OUTPUTS

145	Apply process and output improvement methods and procedures.	DO	DN	NA	
146	Evaluate the need to make process and output improvements.	DO	DN	NA	
147	Provide the resources needed to make process and output improvements.	DO	DN	NA	
148	Provide suitable resources needed to improve your process outputs.	DO	DN	NA	
149	Provide suitable resources needed to improve your process activities.	DO	DN	NA	
150	Develop improvements to your process and process outputs.	DO	DN	NA	
151	Make sure that your process and output improvements are feasible.	DO	DN	NA	
152	Make sure that your process and output improvements are appropriate.	DO	DN	NA	
153	Make sure that process and output improvements also consider effects.	DO	DN	NA	
154	Make sure that your process and output improvements are effective.	DO	DN	NA	
155	Make sure that your process and output improvements are cost-effective.	DO	DN	NA	
156	Implement improvements to your process and process outputs.	DO	DN	NA	
157	Improve the suitability, adequacy, and effectiveness of process.	DO	DN	NA	
158	Improve the quality, safety, and security of your process outputs.	DO	DN	NA	
159	Control improvements to your process and process outputs.	DO	DN	NA	
160	Control improvements and other changes affecting process software.	DO	DN	NA	
161	Control improvements and other changes affecting process operations.	DO	DN	NA	
162	Control improvements and other changes affecting process equipment.	DO	DN	NA	

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 173

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### 9. MODIFY PROCESS

163	Control improvements and other changes affecting process tools.	DO	DN	NA	
164	Monitor improvements to your process and process outputs.	DO	DN	NA	
165	Monitor the implementation of process and output improvement activities.	DO	DN	NA	
166	Record improvements to your process and process outputs.	DO	DN	NA	

#### 9.5 REVIEW AND EVALUATE PROCESS MODIFICATIONS

##### 9.5.1 REVIEW AND EVALUATE PROCESS AND OUTPUT CORRECTIONS

167	Review and evaluate actions taken to correct your process.	DO	DN	NA	
168	Document your process correction reviews and the actions that are taken.	DO	DN	NA	
169	Establish a record of process correction reviews and actions taken.	DO	DN	NA	
170	Review and evaluate actions taken to correct outputs.	DO	DN	NA	
171	Document your output correction reviews and the actions that are taken.	DO	DN	NA	
172	Establish a record of output correction reviews and actions taken.	DO	DN	NA	

##### 9.5.2 REVIEW AND EVALUATE PROCESS AND OUTPUT IMPROVEMENTS

173	Review and evaluate improvements and changes to your process.	DO	DN	NA	
174	Document your process improvement reviews and the actions that are taken.	DO	DN	NA	
175	Establish a record of process improvement reviews and the actions taken.	DO	DN	NA	
176	Review and evaluate improvements and changes to process outputs.	DO	DN	NA	
177	Document your output improvement reviews and the actions that are taken.	DO	DN	NA	
178	Establish a record of output improvement reviews and the actions taken.	DO	DN	NA	

Consider each task and select a response. If you haven't done it and it needs to be done, select DO. If you've already done it, select DN. If the task is not applicable in your situation and you can justify and explain why it should be ignored or excluded, select NA.

In the spaces below, please enter the name and location of your organization, who completed this page, who reviewed it, and the dates.

ORGANIZATION:

COMPLETED BY:

REVIEWED BY:

YOUR LOCATION:

DATE COMPLETED:

DATE REVIEWED:

JULY 2021

PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

EDITION 3.0

PART 9

COPYRIGHT © 2021 BY PRAXIOM RESEARCH GROUP LIMITED. ALL RIGHTS RESERVED.

PAGE 174

## PLAIN ENGLISH PROCESS MANAGEMENT FRAMEWORK

### LICENSE AGREEMENT AND CONTACT INFORMATION

<b>Title</b>	Plain English Process Management Framework
<b>Author</b>	Ronald E Krebs
<b>Publisher</b>	Praxiom Research Group Limited
<b>Copyright</b>	<p>Copyright © 2021 by Praxiom Research Group Limited. All rights reserved. No part of this work may be reproduced or transmitted in any form, by any means (electronic, photocopying, recording, or otherwise) without the permission of Praxiom Research Group Limited (see Site License below for exceptions). Also, you may not modify, edit, or alter this work without the permission of Praxiom Research Group Limited. You may, however, add additional notes and comments whenever our publication allows you to do so.</p>
<b>License</b>	<p>Our publications are licensed for use at one physical site only. Once you've chosen your site or location, you may make as many copies of our publication as you need in order to carry out your work at that site. But you may not use your copy of our publication at other sites. If you need to work at other sites, you must purchase a Global Corporate License (twice the price of a regular license).</p> <p>However, if you're a consultant, you're not restricted to a single site. If you're a consultant, you may use our publication as often as you need to in the service of your clients. You do not need to purchase a new copy for each consulting project. However, your clients must buy their own copy. If you're a trainer, teacher, or professor, you may make as many copies as you need in order to teach your students. However, if your students wish to use our publication for professional or occupational purposes, they must buy their own copy.</p> <p>We retain ownership of our publication. This license agreement does not transfer title or ownership to you. You may not resell or republish our publication without the express permission of Praxiom Research Group Limited.</p>
<b>Liability</b>	<p>We have used our best efforts in preparing this publication. Praxiom Research Group Limited makes no representation or warranties with respect to the accuracy or completeness of the contents of this publication and specifically disclaims any implied warranties or merchantability or fitness for any particular purpose and shall in no event be liable for any loss of profit or any other commercial damage, including but not limited to special, incidental, consequential, or other damages.</p>
<b>Contact</b>	<p>Praxiom Research Group Limited <a href="http://www.praxiom.com/">http://www.praxiom.com/</a> <a href="mailto:support@praxiom.com">support@praxiom.com</a> 780-461-4514 First Edmonton Place, 14th Floor, 10665 Jasper Avenue, Edmonton, Alberta, Canada</p>

**PRAXIOM**