Notes:

Process Control Plan

Key Learning Point

1. Describe the importance of a Control Plan.
2. Explain how to develop a Control Plan.
3. Utilize Control Plans in improvement projects.

What is a Control Plan?

Holding the gains on the improvement your team has created depends on implementing the principles of process control. People operating a process must be put in a state of self-control by knowing what is expected, knowing how the process is actually performing, and having the ability to regulate the process to make actual performance conform to standards.

The Control Standard

This is what is expected of a process. It can be set by the customer, your organization, or by the process itself. Often the control standard is bound by an upper and lower control limit.

The Measurement

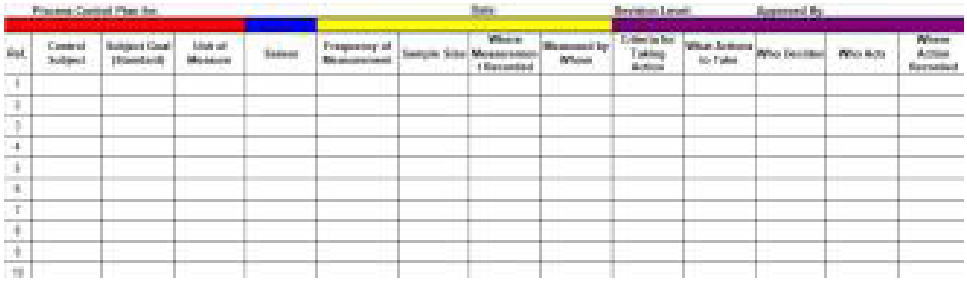
The measurement is the up to date assessment of how the process is actually performing. This should be readily apparent.

Ability to Regulate

The ability to regulate is the ability of the people working on the process to make

changes to the process if they see their outputs are moving away from the control standards.

Process Control Plan



A process control plan summarizes the plan of action for a process out of control. It usually includes:

- Control subjects
- The goal for the control subject
- The unit of measure
- The measurement tool
- The frequency of measurement
- Sample size
- Where the measurement is being recorded
- Who is to take the measurement
- The criteria for taking action
- What actions to take
- Who decides that action is necessary
- Who acts
- Where actions are recorded

Notes:

Juran's Process Control Plan Matrix

Process Control Plan for: Vendor Contract Execution Management | Date: 07/10/2017 | Revision Level: 1 | Approved By:

Ref.	Control Subject	Subject Goal (Standard)	Unit of Measure	Sensor	Frequency of Measurement	Sample Size	Where Measurement Recorded	Measured by Whom	Criteria for Taking Action	What Actions to Take	Who Decides	Who Acts	Where Action Recorded
1	Known contracts	100%	Ratio	Accounting Data	Quarterly	All in scope	Vendor contract worksheet	Contracts Dept	Scheduled Audit	Review accounts payable vs known vendors	Contracts Dept	Contracts Dept	Vendor contract worksheet
2	Contracts in repository	100%	Ratio	Contracts Dept Data	Quarterly	All in scope	Vendor contract worksheet	Contracts Dept	Variance in data during accounting audit	Review identified contracts vs repository	Contracts Dept	Contracts Dept	Vendor contract worksheet
3	Executed BAAs	100%	Ratio	Contracts Dept Data	Quarterly	All in scope	Vendor contract worksheet	Compliance Dept	Scheduled Audit	Review all new vendors and existing BAAs	Compliance Dept	Compliance Dept	Vendor contract worksheet
4	BAAs in repository	100%	Ratio	Compliance Dept Data	Quarterly	All in scope	Vendor contract worksheet	Compliance Dept	Variance in data during BAA audit	Review necessary BAAs vs repository	Compliance Dept	Compliance Dept	Vendor contract worksheet

Steps to Complete a Process Control Plan

1. Define the control subject (the part or process that is out of control).
2. Determine the subject goal or standard that the part or process should conform to.
3. Determine the unit of measurement for the part or process.
4. Determine what sensor, or tool will be used to measure.
5. Determine the frequency of measurement.
6. Determine the sample size for each measurement.
7. Decide where measurements will be recorded.
8. Identify who will complete the measurement.
9. Create criteria for when to take actions on the measurements.
10. Decide what actions to take.
11. Identify who makes the decision on taking action.
12. Identify who acts.
13. Decide where actions taken are recorded.

When Should A Control Plan Be Used?

A control plan should be created once the improvements have been implemented in a process.

The plans should be maintained and followed until there is documented proof that the gains from the improvement are consistently held.

Notes:

Important Points

- A process control plan summarizes the plan of action for a process out of control.
- Designing a good control system depends on the principles of self-control.
- Monitoring the control plan is the responsibility of the process owner.

Pitfalls to Avoid

- Control plans don't have to be perfect.
- Control plans don't have to be overly technical.
- Control plans can be changed.

Notes: