

## Glossary

\*\*\*ADD A NOTES SECTION AT THE VERY BACK

Process Owner

Project Manager

Process Improvement Manager

Process Improvement Log

Project Scope

Executive Sponsor

Quality

Buy-in

Knowledge Management

External Customers

Internal Customers

ASI

Debrief

Frequency

Input

Output

Process

Resources

Process Improvement

Process Improvement Cycle

Choke Points

Duration

Average

Variance

Process Map

Critical Pathway

Process

Process Improvement

Repository

Continuous Process Improvement

Feedback

Feedback Loop

Process Improvement Log

Feedback Log

Review Cycles

Process Improvement Guide – electronic and paper copy – be sure to reconcile the two at a minimum every month. Process Improvement Manager can have ownership and responsibility

Qualitative

Quantitative

Subject Matter Expert

Added Value or Value Add

Process Improvement Guide

Process Guide, Reference Guide, or QRG

Binder

## **TEMPLATES** (put on website PDF and Word Doc and Google)

Charter

PI Rules

Process Log

Process Maps and Symbols

Debrief Template

Process Evaluation Checklist – Inputs/Materials – Sequence – Outputs – Feedback

Process Review Checklist

## Review Cycle Template/Checklist