**Organizational Process Group Plan**

**Revision History:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Version | Date | Prepared by / Modified by | Significant Changes | Approved By | Approved On |
| 1.0 | 2-May-2017 | Steve Sommers  Rakesh Solleti | First Draft Made | Anitha T G | 17-May-2017 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# 1.0 Introduction

This document is used by the OPG Group to plan their activities and improvement initiatives related to the Quality Management Process defined within the organization.

# 2.0 Purpose

The purpose of OPG plan is to define the quality management activities across the Organization level by

* Establishing process improvement goals
* Assigning responsibility
* Planning the actions to achieve those goals
* Allocating the resources to accomplish the plans
* Actively monitoring and facilitating successful performance against those plans.

This plan shall also describe the activities of OPG including the process management/improvement strategies.

## 

# 3.0 Scope

The scope of this document is applicable to all the employees/accounts of Organization and specifically driven by the defined OPG group members.

# 4.0 OPG Roles and responsibilities

* Coordinating Process management activities
* Creation and maintenance of QMS.
* Analysis and implementation of Process Improvements received or identified
* Maintenance of Process Database to include the project documents and best practices
* Train the practitioners on the Processes as applicable for their roles
* Establishment & Analysis of Defect prevention strategies with the projects
* Assists in setting the goals on Key metrics and ensure reduction in variance
* Systematic induction of Tools into organization
* Defining, planning and implementing the QMS across the projects
* Defining, planning and implementing the processes specific to the client if any
* Identification and deployment of process improvements
* Communication to Sr. Management on the status & performance of various OPG activities
* Organizational data analysis to understand the performance and establish baselines
* Developing the process performance models to support the project decisions

# 

# 5.0 OPG Organization

OPG group includes management, quality function, SEPG function and the representative from different functions and projects who helps in driving the process management and improvement initiatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Sr. No. | Group Name | Stakeholders Identified | E-mail ID |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# 

# 6.0 Business Objectives

The organizational objectives set by the senior management considering the past performance baselines, business needs and customer inputs.

* Profitability
* Customer Satisfaction

|  |  |  |  |
| --- | --- | --- | --- |
| **Business Objectives** | **Upper Specification Limit** | **Target** | **Lower Specification Limit** |
|  |  |  |  |
|  |  |  |  |

# 7.0 Processes

# 7.1 Process Release

Once a Process/template/guideline is prepared or received from any of the project/functional group, same shall undergo a formal review by OPG Members. Once a formal approval is obtained from OPG SPOC, the artifact shall be assigned a Unique Identification Number. Once done, the artifact shall be considered fit to be released in QMS. Every month there shall be a communication mailer sent from OPG team to the entire organization to intimate everyone about the various releases made in QMS in that particular month.

# 

# 7.2 Tailoring

In case a particular project team feels QMS defined processes not fit-to use and feel a requirement of tailoring of process, then same has to be communicated formally to OPG Team along with a Tailoring request. The request shall be evaluated and analyzed by OPG team and only after approval from OPG SPOC the same shall be used by the projects.

# 

# 7.3 Process Improvements

The processes placed in QMS shall be continuously updated based on the feedback. The feedback shall be collected through process improvement proposals. The list of improvements will be prioritized and planned by the OPG team based on their importance and requirements. All the changes will be incorporated by the OPG Team with the help from the project and functions as required.

# 7.4 Process Training and Awareness

Once QMS is established, all the resources shall undergo Trainings. These training sessions shall be planned in batches to ensure appropriate coverage of resources. The employees will go for a refresher session which will cover only those areas which have changed/upgraded w.r.t last session. This will help all stakeholders to be aware of the latest happenings/improvements happened in QMS.

Sessions shall also be conducted for the various roles, so as to ensure their respective areas are being handled as expected.

# 7.5 Process Evaluation

The following table identifies the process evaluation requirements and the frequency of evaluation.

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No.** | **Process Appraisal** | **Frequency** | **Remarks** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# 

# 7.6 Improvement Initiatives

The current focus of the OPG group is on the following

* Process improvements
* Technology improvements
* Operational improvements

The other PIPs logged by the practitioners and are yet to be addressed in the quality management systems is available at <provide reference>

# 8.0 Risks/Issues

All risks pertaining to definition/execution of processes and other aspects of Quality Management shall be logged and tracked through Risk log. Issues if any related to OPG or Quality Management System shall be updated and tracked through issue/action tracker.

# 

# 9.0 Configuration Management

This plan will identify all the configurable items handled by OPG group while doing their activities as mentioned above in this plan.

|  |  |
| --- | --- |
| Document | Location |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

# 

# 10.0 Stakeholder matrix

|  |  |
| --- | --- |
| Project Managers |  |
| Training |  |
| IT/Admin |  |
| Leadership |  |