

# PLAIN ENGLISH PROCESS MANAGEMENT STANDARD

## 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

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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	
<b>1.1.3 CONSIDER PROCESS RISKS AND THREATS</b>					
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	

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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	
<b>1.1.4 CONSIDER PROCESS OPPORTUNITIES</b>					
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	

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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

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### 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

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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	
<b>1.2.2 ESTABLISH YOUR PROCESS OBJECTIVES</b>					
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	
<b>1.3 CONSIDER YOUR PROCESS REQUIREMENTS</b>					
<b>1.3.1 CLARIFY PROCESS OUTPUT REQUIREMENTS</b>					
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	

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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

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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	

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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
<b>1.3.3 CLARIFY PROCESS COMPETENCE REQUIREMENTS</b>				
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

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169	Define the knowledge and skill required to improve this process.	DO	DN	NA
<b>1.3.4 CLARIFY PROCESS MANAGEMENT REQUIREMENTS</b>				
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

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189	Specify environmental management requirements for your process.	DO	DN	NA	
190	Specify business continuity management requirements for your process.	DO	DN	NA	
<b>1.3.5 CLARIFY PROCESS COMMUNICATION REQUIREMENTS</b>					
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	
<b>1.3.6 CLARIFY PROCESS INFRASTRUCTURE REQUIREMENTS</b>					
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	

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208	Consider your communication technology needs.	DO	DN	NA	
209	Consider your transportation technology needs.	DO	DN	NA	
<b>1.3.7 CLARIFY PROCESS ENVIRONMENT REQUIREMENTS</b>					
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	
<b>1.3.8 CLARIFY PROCESS RESOURCE REQUIREMENTS</b>					
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	

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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

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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

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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

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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

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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

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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	

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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

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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

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## 1. DEVELOP PROCESS

388	Document your process input requirements.	DO	DN	NA	
<b>1.5 DESIGN PROCESS SUPPORT PROGRAMMES</b>					
<b>1.5.1 DESIGN RISK MANAGEMENT PROGRAMME</b>					
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	

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### 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

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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

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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	

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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

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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	

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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

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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

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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	Etcetera ...	DO	DN	NA

Now that you've seen a sample of our approach, please consider purchasing our complete Plain English Process Management Standard (Title 7). If you purchase our Plain English Standard, you'll find that it's integrated, detailed, exhaustive, and easy to understand. We guarantee it.

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