



Process Management and Improvement: The Forgotten Component of Organizations' Continuous Improvement Model

Dr. Michael Perich presented a very interesting presentation regarding process management. He reminded participants that you must first identify the whats in the organization. Deming said, 85% of the reasons for failure in organizations are deficiencies in the systems and processes. Because of this it is important that we focus on the process. If you can't describe what you are doing in a process, then there is an issue with your process. Like Achilles, public education has a critical flaw - that flaw is the focus on outcomes and not the process.

Process ambiguity leads to process variability which significantly diminishes process efficiency and effectiveness.

- Process - a series of interrelated and interdependent steps that help an organization achieve a selected goal.
- System - a series of interrelated and interdependent processes that help an organization achieve a selected goal

When developing a system, you must first focus on the task, leading to activities, that lead to processes and then a system. Key work processes are vital to the environment. Standard operating procedures are different from processes. Redundancy must be built into the process for success to occur. Becoming a process-centered organization means that everyone focuses on processes

Influence of the Baldrige Excellence Framework
Approach
Deployment
Learning
Integration

**System
Design and
Improvement**



Dr. Michael Perich

Performance Excellence

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