

Process Flowchart Template

The artifacts provided in this folder include a template for drawing a process flowchart and another template for a process description. These are the templates used at Litton PRC. The process flowchart template was originally developed by Qualtec, then a division of Florida Power and Light, Inc. PRC utilizes Visio as our flowcharting tool. It is less important which template or drawing package an organization standardizes than it is that such standards be provided and used.

Prior to drawing the process flowchart, it's important to give careful attention to the areas shown at the top of the template:

Process Description—This consists of the process identification (an abbreviation and a number are assigned) and the name of the process.

Process Customer—The individuals or organizations that receive products or services as a result of the use of the process are listed. It's important to consider who the customers are carefully. Almost always, there is more than one customer. Often, there are several customers. By carefully defining all of the customers of a process, we increase the likelihood that the process will be effective in satisfying customer requirements.

Customer Valid Requirements—Each individual or organization determined to be a customer of the process has expectations of it. Those expectations that are considered to be reasonable by the designers of the process are termed *customer valid requirements*. These are the requirements of the process that must be met by the successful performance or execution of the process. Note that some expectations may be beyond the capability of the process or may not be appropriate for it.

The next section on the template is the process flowchart section. The departments or persons involved in the process are identified across the top of the process flowchart. The steps in the process are listed down the left side of the process flowchart. A standard set of flowchart symbols is adopted by the organization and used to describe the process flow. For example, the customer need to be met by the process could be identified in a circle at the beginning of the process flow, and rectangles could be used to identify the next-level process steps. The symbol is placed under the area at the top of the template that reflects the individual or organization responsible for performing that step. Arrows show the sequence of the process steps.

The process flowchart is accompanied by a narrative process description that provides the information shown in the other artifact in this folder.

Notice that a process-oriented approach

- Defines the processes
- Specifies the customers of the process
- Defines the requirements considered appropriate or valid for all process customers
- Specifies the steps involved in getting something accomplished
- Indicates the sequence of steps