WHAT MAKES A GOOD PROCESS?

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PURPOSE

The purpose of this whitepaper is to assist you in building a well-structured process for use in your business. Utilize and update this template as needed for your specific needs.

SCOPE

Before starting on building your process, consider doing perspective exercises to determine everything that should be covered. How does your process impact your team? How does it impact your customers? What are the costs associated with implementing this process? Can you potentially reuse portions of previously developed processes to lower the cost of development, or reuse parts of this process for future items?

Use this guide to build a process template that you can reuse for future development. Focus on perfecting the form of your process before worrying about graphic design and presentation.

BEST PRACTICES

1. **Consistent Structure:** Make sure all processes follow a common template and/or outline. Create a base "skeleton" for all processes to be developed off of.
2. **Measurables:** Make sure you process can hold parties accountable. Define simple, clear metrics around what success will look like when the process is followed.
3. **Clear and Concise:** Process is around communication of concepts. Soaring oratory and vision statements are not required nor appropriate for a process document.
4. **Simple Language**: Your process should be able to be read and comprehended by all. Simple vocabulary is a must.
5. **Visual Aids:** Flowcharts, Graphics, Pictures, and diagrams can be invaluable to showing concepts to your team.
6. **Have a Review Team:** Collect resources from each area impacted by your process, including potential client reviewers. Have them review your process and offer feedback on areas of confusion, gaps, and potential improvements.
7. **Create a review methodology:** Nothing in business is written in stone. Have a routine way of reviewing your processes after implementation for improvements and modifications.
8. **Track Revisions:** A revision table is invaluable in tracking reasons for changes over time and showing evolution of a process.
9. **Train to your process:** Ensure that impacted parties have routine communication and training around your new process. Repetition is required for retention of the information presented.
10. **Make the process accessible:** Making sure the process documentation is readily available for reference and review is key to adoption and success.

11. **Hold your team accountable:** Process is worthless without accountability. Have the awkward conversations when process is not honored or followed. Explore potential gaps with your team when the process is rolled out and collect feedback.

If your team is struggling with process development and adherence, Richardson & Richardson can help. Visit us on the web at https://randr.consulting for additional whitepapers, blogs, and video content, or to book a complimentary consultation for your business.