

Leadership Development

Documenting Operating Processes

Objectives of the
Dept. or Ministry

Key Processes /
Activities / Tasks

Action Steps,
Results to expect,
etc.

Step	Requirements	Action	Expected Result(s)



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What is a Process?

A set of linked activities, with definable start and end points, that produce something of value to a customer

The Goal:

Establish and communicate documented operating processes for the essential activities / tasks in each department or ministry.



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Operating Processes – Why?

- *It's Scriptural!* (Gen.6, Ex.12, etc., etc.)
- If the things we do are important, it's important that we do them well.
- Getting a process down on paper requires thinking about and discussing what we do. This increased awareness and sharing is in itself a step toward excellence.
- Mapping out a process helps us identify each individual step and consider whether any step should be changed.
- Documented operating processes enable repeatable success and continuous improvement



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Operating Processes – How?

1. List all the processes for which your department or ministry is responsible.
2. Identify the “essential” ones – without which your department or ministry could not fulfill its function or achieve its goals.
3. Select no more than 5 to focus on – based on importance, frequency, need for training, etc.
4. Meet with the relevant people to document the processes step by step. Feel free to make improvements as you discuss.
5. Test your processes – can someone unfamiliar with the task get it done successfully using your process steps?



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Dept/Ministry: _____

What We Do

Essential?

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Essential?

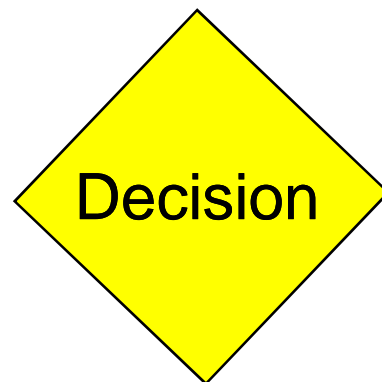
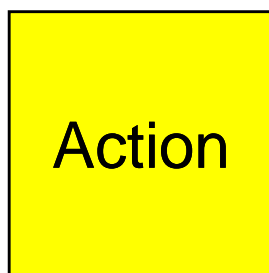
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Two Tools

1. Process Map
2. Step-action Table



Step	Requirement(s)	Action	Expected Result(s)



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Let's Have Some Fun

1. Map your current process of getting to work!
2. See if you and your team members can identify any improvements.

