

Definition of processes and their critical success factors

Process modelling following a checklist:

- Input/output (reference to objectives/targets)
- Activities and responsibilities (roles)
- Documents/references/tools
- Interfaces to other processes

Action items:

- Commitment by the process owners
- Creation of a process template
- Collection of various documents (description of procedures)
- Consolidation of existing documents
- Review of the processes (best practices, rationalisation)
- Identification of implementation effort
- Setting-up and monitoring of an action plan

*Deilverables:*

- Process documentation
- Action plan