

<Title>

Status:

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Overview

The overview is an opportunity to provide a high level perspective regarding the process.

An effective overview should also provide:

- A macroscopic view
- An executive summary
- A brief definition of the work
- Perspective
- Level of importance
- Sequence
- Relationship to other processes within the OMS framework

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Scope

The scope statement is an opportunity to set boundaries, using specific business scenarios and components as needed, regarding the applicability of the work instruction. The scope statement answers the question, when does this apply, and when does it not apply?

Other information the scope statement should provide includes:

- Who is accountable for providing guidance on compliance to the process
- Minimum characteristics of the output (optional, based on the complexity of the process)

- Logical thresholds on when the process should be used

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Purpose

The purpose is an opportunity to describe why the process is used. Including:

- Key benefits
- Expectations regarding results
- Answers: why should I use this/care?

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Process Flow

The process flow is an opportunity to visually represent the process and create additional understanding.

The following elements may be incorporated as appropriate:

- A cross-functional flow chart
- Numbered process steps

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Narrative

The narrative is an opportunity to present a complete and detailed description of the process flow. The narrative provides additional guidance and understanding about each step in the process. The numbers of the process steps in the narrative must match those in the process flow.

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RACI

The numbering sequence in the RACI section must match that in the narrative and process flow.

Key:

Letter	Definition	Description
R	responsible	Responsible for performing or driving work to acceptable result or deliverable
A	accountable	Ultimate authority to which all R's are accountable, reviews and approves the result or deliverable

C	consult	Provides opinions, advice, and content as a consultative resource
I	inform	Informed about decisions and kept in the loop on work products.

Step Number	Item	<role>	<role>	<role>	<role>	<role>
1						
2						
3						
4						
5						
6						
7						
8						
9						

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Measures and Targets

The measures and targets are established in accordance with the process measurement scorecard, for example, those provided in the COPC/VMO guidelines, or the strategic plan. Targets are established by individual cluster, line of business, or business owner.

Indicator	Calculation	Measurement Frequency	Data Source	Report Level	Target

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Process Owner

The process may not be changed without the permission of the process owner.

Contact
<u>Process Owner</u>

[Delegate](#) (optional)

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Glossary

[Link to MGO master glossary](#)

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Related Documents

[Link to online document](#)

[Link to online document](#)

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