

This involves selecting a process for the purpose of analysis. Process charts are used for this purpose.

2) Formation of team

Assemble a cross-functional team with diverse expertise to ensure a comprehensive analysis.

3) Describe the Process

This includes creating process flowcharts of series of activities, gathering relevant documents, and defining key inputs, outputs, and process boundaries.

4) Identify possible wrongs in process

Make list of failures. Identify potential failure modes, which are ways in which the process can go wrong. Consider what could fail, how it could fail, and why it might fail.

5) Choose which problem to solve on priority

Rank each failure mode's severity on a scale (e.g., 1 to 10), with higher values indicating more severe consequences. Focus on addressing the failure modes with the highest severity value.

6) Design & implement changes to prevent problem

Develop action plans to address the high-priority failure modes. These actions could involve process redesign, procedural changes, or the introduction of new controls to mitigate the identified risks.

ISO 9000

ISO-9000 is essentially a mark of quality assurance. It is the quality standard recognized at the global level.

Standards:

There are three standards namely ISO-9001, ISO-9002 and ISO-9003.

ISO-9001 is the most comprehensive standard consisting of 20 elements which cover design, development, production, installation and servicing.

ISO-9002 is similar to ISO-9001 but does not cover design and service.

ISO-9003 consists of 12 elements covering inspection and testing for laboratories, warehouses etc.

Guidelines:

There are two guidelines in ISO-9000.

ISO-9000 provides guidance regarding applicability of the three standards.

ISO-9004 interprets the standards and recommends suggestions which are not mandatory.