

Process Handbook

Use this handbook to describe how work flows from trigger to result, who owns each handoff, and how controls and measures support the process. Repeat the process-group module in landscape order and retain one identifier for each process, activity, record and indicator.

Complete bracketed fields with approved information. Duplicate modules and rows as needed; record the reason for any section marked not applicable.

Document [ID and revision] **Owner** [Role] **Scope** [Organization, site or product]

Effective date [Date] **Approval** [Controlled record] **Next review** [Date or trigger]

Process landscape

Handbook scope		Organization specific content
Purpose audience and boundaries		[Value streams, functions, sites and exclusions]
Architecture and numbering		[Levels, hierarchy and adopted process identifiers]
Governance and change authority		[Process owner responsibilities and approval rules]
Process group and process	Predecessor input	Output and successor
[Hierarchy ID and exact name]	[External supplier or preceding process and input]	[Output, next process or customer]
[Next process]	[Input and acceptance]	[Output and receiving process]

Cross process business rules

Rule and constrained activities	Approved requirement	Authority and evidence
[Approval, segregation or mandatory review]	[Exact criterion, threshold and obligation]	[Decision role and retained record]

Process group modules

Group overview

Record [group name and hierarchy ID], [purpose], [ordered processes], [interfaces] and [group-level owner or governance] before copying the process definition.

Process definition

Definition element	Complete for one process
Identity and intended result	[Process ID, exact name and purpose]
Trigger end point and exclusions	[Start event, completion output and boundaries]
Owner participants and resources	[Roles, systems, tools and required information]

SIPOC record

Suppliers and inputs	Process activities in sequence	Outputs and customers
[Supplier; input and acceptance requirement]	[High-level activity names, not task steps]	[Output, requirement and recipient]
[Supplier and input]	[Activity]	[Output and customer]

Interfaces and activity sequence

Activity and role	Input decision and output	Next activity or process
[Activity ID and performer]	[Input, decision criterion and result]	[Destination and handoff]
[Activity ID]	[Condition and possible outcomes]	[Routes and acceptance]

Activity procedure

Step	Role action and decision	Output record and handoff
1	[Trigger, required input and one action]	[Result and record]
2	[If exact condition then action; otherwise route]	[Outcome and next step]
3	[Hand off to receiving role]	[Acceptance and next activity]

Responsibilities and controls

Define R as Responsible, A as Accountable, C as Consulted and I as Informed. Enter only agreed assignments.

Activity in sequence	Role one	Role two	Role three
[Activity]	[R/A/C/I]	[Assignment]	[Assignment]
[Activity]	[Assignment]	[Assignment]	[Assignment]
Control point	Check criterion and performing role		Evidence and failure route
[Activity and risk]	[What is checked, exact criterion and role]		[Record; rework or escalation]

Process measures and records

Indicator or record	Definition source and use	Ownership review and retention
[Indicator]	[Formula, data source, unit and approved target]	[Frequency and review role]
[Record or form]	[Producing activity, required content and location]	[Owner, access and adopted retention]

Exceptions rework and escalation

Detected exception	Handling and conditional route	Resumption and authority
[Missing input, failed check or blocked approval]	[Approved handling; if condition then route]	[Flow re-entry point and escalation role]

Performance and improvement

Cross process measure	Definition and source	Review decision and action
[Indicator spanning processes]	[Calculation, unit, frequency and target]	[Result, interpretation and responsible role]

Process change request

Change element	Assessment and decision
Proposed change and reason	[Affected process/activity IDs and evidenced issue]
Interface and risk assessment	[Inputs, outputs, roles, systems, controls and records affected]
Review and approval	[Consulted roles, authority, conditions and decision]
Implementation and communication	[Plan, training, document revisions and effective version]
Effectiveness check	[Measure, evidence and review outcome]

Reference

Term or process name	Adopted meaning	Source and related process
[Term, role or abbreviation]	[Consistent definition]	[Controlled source]

Handbook validation

- ☐ Each process has a trigger, end result, owner and explicit predecessor/successor interfaces.
- ☐ Activity decisions and handoffs have acceptance criteria and records.
- ☐ Measures, controls and exception routes trace to their process activities.

Process owner or reviewer	Date and decision	Approval and unresolved interfaces
[Role]	[Approved or returned]	[Record, actions and next review]