



Mongolia:  
Enhancing Resource  
Management through  
Institutional Transformation



# PROCESS APPROACH

Michel Greaves

TA MERIT

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## PROCESS

Set of interrelated or interacting activities that use inputs to deliver an intended result

RISK-BASED THINKING

PDCA

PROCESS APPROACH

# PLAN

DEFINE CONTEXT

NEEDS &  
EXPECTATIONS

RESPONSIBILITIES.  
NEEDS &  
EXPECTATIONS OF  
INTERESTED  
PARTIES

# PLAN

DEFINE SCOPE,  
OBJECTIVES,  
POLICIES

RELEVANT FOR  
QMS

TOP  
MANAGEMENT

# PLAN

ESTABLISH  
PROCESSES

PROCESSES  
NEEDED

INCLUDE  
MANAGEMENT,  
RESOURCES,  
OPERATIONS,  
MAESUREMENT,  
ANALYSIS ,  
IMPROVEMENT

# PLAN

ESTABLISH THE  
SEQUENCE OF  
THE PROCESS

PROCESS  
FLOW AND  
SEQUENCE OF  
INTERACTION

**FLEXIBLE**

PROCESS  
DESCRIPTION,  
PROCESS  
MODELING,  
DIAGRAMS,  
MATRICES,  
FLOWCHARTS.



# PLAN

PROCES  
OWNERSHIP  
AND  
ACCOUNTABILITY

ASSIGN  
RESPONSIBILITY  
AND  
AUTHORITY

PROCESS  
OWNER.

# PLAN

DEFINE  
DOCUMENTED  
INFORMATION

HOW TO  
DOCUMENT  
PROCESS

GRAPHICAL,  
USER STORIES,  
FLOW CHART,  
VISUAL  
MEDIA,  
SOFTWARE

# PLAN

DEFINE  
INTERFACES,  
RISKS AND  
ACTIVITIES

ESTABLISH  
ACTIVITIES  
NEEDED TO  
MEET  
INTENDED  
OUTPUTS

CONSIDER  
RISKS,  
DESCRIBE  
ACTIVITIES

# PLAN

MONITORING  
AND  
MAESUREMENTS

WHERE TO  
APPLY THEM

VALIDATION TO  
ASSURE  
EFFECTIVENESS

# DO

IMPLEMENT

IMPLEMENT  
ACTIONS TO  
ACHIEVE  
PLANNED  
ACTIVITIES

COULD BE  
AUTOMATED

# DO

RESOURCES  
NEEDED

ESTABLISH  
RESOURCES  
NEEDED FOR  
EFFECTIVENESS

HR,  
INFRASTRUCTURE,  
ENVIRONEMENT,  
KNOWLEDGE,  
MATERIAL,  
FINANCIAL

# CHECK

VERIFY  
PROCESS  
AGAINST  
PLANNED  
OBJECTIVES

IS THE  
PROCESS  
EFFECTIVE?

OUTPUTS AGAINST  
OBJECTIVES?

Requirements  
satisfied?

MAESUREMENT,  
MONITORING,  
REVIEWS, AUDITS,  
PERFORMANCE  
ANALYSIS

# ACT

CHANGE  
NEEDED?

CHANGE THE  
PROCESS?

CORRECTIVE  
ACTION  
  
KAIZEN,  
BREAKTHROUGH,  
INNOVATION



- 3 TEAMS (5 persons per team)
- IDENTIFY A LEADER (FACILITATOR), PRESENTER & SCRIBE  
**(NOTE TO BE KEPT AND REPORTED TO M & E)**
- DOCUMENT A PROCESS.
- GROUP # 1: USING THE METHOD OF WRITTEN INSTRUCTION , DESCRIBE AN ACTIVITY WITHIN THE FINANCIAL AND STATE FUND DIVISION.
- GROUP # 2: USING THE CHECKLIST METHOD, DESCRIBE AN ACTIVITY WITHIN THE STATE ADMINISTRATION AND MANAGEMENT DEPARTMENT.
- GROUP # 3: USING THE FLOW CHART SYSTEM, DESCRIBE AN ACTIVITY WITHIN THE LAW & JUSTICE DIVISION.

- 60 MINUTES TO COMPLETE YOUR EXAMPLE.
- 20 MINUTES PER TEAM FOR PRESENTATION.

QUESTION?

➤ **WISHING YOU A SUCCESSFUL ISO  
9001:2015 JOURNEY**

➤ **MICHEL GREAVES**

**CANADIAN EXECUTIVE SERVICE  
ORGANIZATION (CESO)**

**MGREAVES@SACO-CESO.COM**