SEA SUPPLIER EXCELLENCE ALLIANCE

Accelerating Supply Chain Performance

Teleconference
Dial-in Number: 209 647-1075
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Webcast
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Assign Process Owners

This webcast deals with the capabilities, roles, and responsibilities of the process owner. It asks you to assign process owners to each Roadmap process. The duration is less than one hour.

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Objectives

→ What are the qualities that make the best process owners?

→ What skills do process owners need to learn?

→ What are the roles and responsibilities of a process owner?

→ Which process owners should be assigned to each process?

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Process Owner Qualities

✈ A natural leader - someone who is able and willing to learn

✈ A good communicator - someone that people listen to

✈ A good organizer - someone who can organize work, their own and others

✈ Computer savvy - computer access and computer skills are desirable

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Skills for Process Owners

→ Understanding and using the Process Maturity Model

→ Understanding and using PDCA and the basic tools

→ Leading and facilitating a process improvement group

→ Computer skills

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Roles & Responsibilities

→ Track and improve Process Maturity level

→ Develop & monitor process measurements

→ Assure process documentation is current

→ Assure process users are certified in job skills

→ Standardize process, audit adherence to procedures

→ Establish corrective action triggers

→ Work with champion to select team members & metrics

→ Clarify objectives for improvement activities

→ Lead team improvement activities & sustain improvements

→ Inform champion of progress

→ Focal point for process issues from employees

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Champion & Process Owner

Process Owner

→ Manage day-to-day process improvement efforts

→ Report progress for management review in 1.1.4

→ Ensure process maturity level 3 is reached and maintained

→ Coordinate kaizen and other improvement projects

Champion

→ Develop Team Charter to communicate priority of improvement

→ Clarify how specific process improvement supports company goals

→ Help team select metrics to measure improvement

→ Remove obstacles & expedite expense approvals

→ Encourage and acknowledge effort

→ Assure improvements are sustained

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Assign Process Owners

Value Stream	Champion	Process	Owner
Leadership & Culture		1.1.1 Strategic Planning Process	
		1.1.2 Leadership Communication Process	
		1.1.3 Organizational Performance Review Process	
		1.1.4 Continuous Improvement Management Process	
		1.1.5 Workforce Development Integration Process	
		1.2.1 Supply Chain Integration Process	
		1.3.1 New Product Startup Process	

Assign Process Owners

Value Stream	Champion	Process	Owner
Workforce Development		2.1.1 Job Skills & Cross-Training Certification Process	
		2.2.1 Continuous Improvement Process	
Operational Excellence		3.1.1 Kaizen Process	
		3.1.2 6S Visual Workplace Process	
		3.1.3 Quick Changeover/SMED Process	
		3.2.1 Material Management Process	
		3.2.2 Production Planning Process	
		3.2.3 Development Process	

Managed Process Owners

Value Stream	Champion	Process	Owner

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Thank You

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