Process Profile™

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Abstract

Process Profile™ expresses graphically 'how things are done' — for instance, in the preparation of plans and projects. Once documented, processes can be checked and optimised for pathways, resource use, and outcomes — important in cases of high responsibility.

1   Professional value

Processes are sequences of actions and states; when humanly designed, they aim for a particular outcome. When operationalised with practical details, such sequences turn into executable protocols, also known as *procedures*, methods, or workflows. As processes and procedures are crucial in economic structures (e.g. industry, distribution chains), they have been studied extensively and documented in specific languages (e.g. UML, BPMN, SPML™).

Process Layout™ is the procedure of creating the Process Maps™ of Systems Planning℠, keeping them as simple as necessary for each application — e.g. concise process diagrams (CPD), extended process diagrams (EPD), personalised process diagrams (PPD), transaction chain diagrams (TCD), information flow diagrams (IFD). Process Maps™ combine well with system and plan diagrams — e.g. RBP and DCD, respectively.
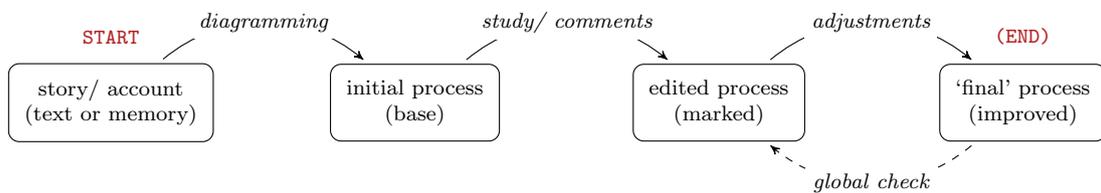
2   Workflow

FIGURE 1   The work to be carried out over four (4) hours; a number of 'loop' iterations may be necessary to achieve a satisfactory process model (CPD, EPD, PPD, TCD, IFD)

3 Programme

INTRODUCTION (1.5H)
- The objects of interest: situations, process, protocol
- Adding detail: actors, methods, timeline, collaboration (EPD, PPD)
- Following the action and making improvements (CPD, QSM)

WORK SESSION (4H)
- Work in groups (2–4 people)
- Interactive assistance

PRESENTATION, DISCUSSION, AND CONCLUSION (2H)
- Shared experiences
- Applicability issues

4 Technical notes

AUDIENCE
- *Project managers*
- *Business managers*
- *Executives*

COMPETENCES
- Identify and get to know elements of a process
- Describe the tasks and stages of a process (e.g. along a timeline)
- Identify and get to know the relationships between process elements
- Distinguish between causal relationships and information flows
- Register and communicate this efficiently
- Identify information in existing documents regarding processes
- Identify where action takes place in the process
- Identify the actors, methods, and outcomes of the action
- Think of the beginning and the end of a process

TECHNIQUES[a]
- Text mark-up — $TMU_{[T]}$
- Concise process diagrams — $CPD_{[T]}$ (Figure 2)
- Extended process diagrams — $EPD_{[T]}$ (Figure 3)
- Personalised process diagrams — $PPD_{[T]}$ (Figure 4)

METHODS[b]
- Qualitative simulation — $QSM_{[M]}$ (Figure 5)

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[a] v. Perdicoúlis, 2014a
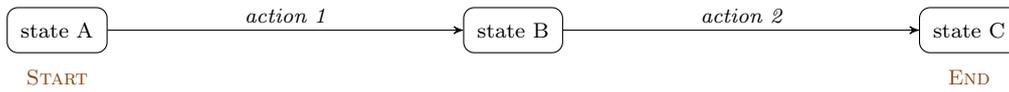[b] v. Perdicoúlis, 2014b

5   Protocols

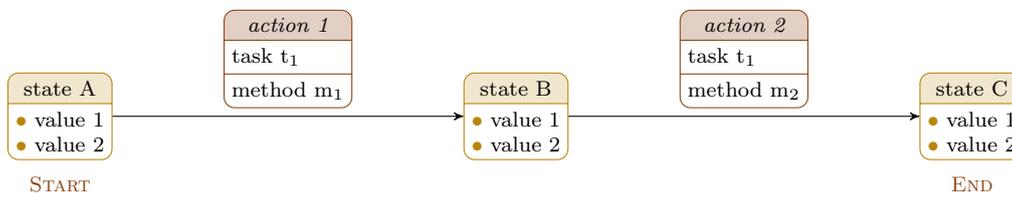FIGURE 2   Generic Concise Process Diagram (CPD)

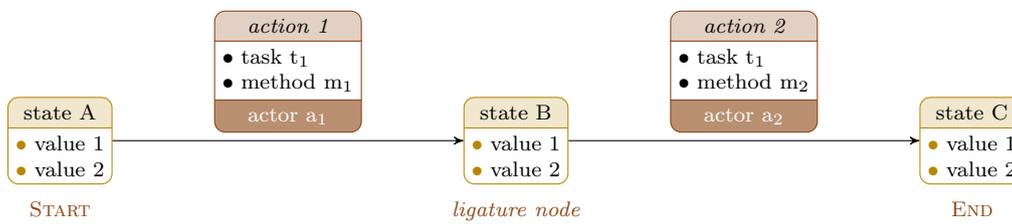FIGURE 3   Generic Extended Process Diagram (EPD)

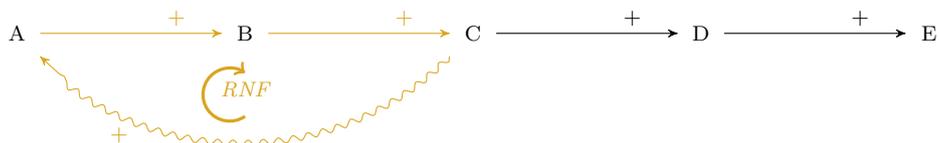FIGURE 4   Generic Personalised Process Diagram (PPD); *ligature*: {a_1, a_2}

FIGURE 5   Generic Qualitative Simulation (QSM)

6   Materials and preparation

CASE-STUDY/ WORK MATERIAL   Participants are welcome to bring their own support material (e.g. stories, accounts) in (human) memory or documentation (e.g. digital or printed media).

SOFTWARE   Diagramming can be carried out manually, with pencil and paper. Optionally, participants are welcome to use their own diagramming software, such as *Graphviz*, *LibreOffice Draw*, *OmniGraffle*, or *Visio*.

STENCILS

Perdicoulis, A. (2011b) *OmniGraffle* stencil for CPD [`.graffle`]
Perdicoulis, A. (2011a) *Graphviz* node-and-edge starter file [`.dot`]

References

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