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 (1H)**
- 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 (1H)**
- Shared experiences
- Applicability issues

4 Technical notes

**METHODS**
- Qualitative simulation — QSM\(\text{[M]}\) (Figure 5)

**TECHNIQUES**
- Text mark-up — TMU\(\text{[T]}\) (Figure 2)
- Concise process diagrams — CPD\(\text{[T]}\) (Figure 2)
- Extended process diagrams — EPD\(\text{[T]}\) (Figure 3)
- Personalised process diagrams — PPD\(\text{[T]}\) (Figure 4)

**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

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\(a\) v. Perdicoúlis, 2014b

\(b\) v. Perdicoúlis, 2014a

\(c\) Required to some extent; to be reinforced in the workshop
5 Protocols

![Diagram of Protocol Flow]

**Figure 2** Generic Concise Process Diagram (CPD)

![Diagram of Protocol Flow]

**Figure 3** Generic Extended Process Diagram (EPD)

![Diagram of Protocol Flow]

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

![Diagram of Protocol Flow]

**Figure 5** Generic Qualitative Simulation (QSM)
6 Materials and preparation

**Case-study/ Work material** Participants should bring their own material (e.g. stories, accounts) in (human) memory or documentation (e.g. digital or printed media).

**Software** Systems Planning\(^\text{SM}\) diagramming can be carried out manually, with pencil and paper. Optionally, participants are welcome to use their own diagramming software, such as *Graphviz\(^1\)*, *LibreOffice Draw*, *OmniGraffle\(^2\)*, or *Visio*.

References and further reading


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\(^1\) v. starter file (Perdicoúlis, 2011b)
\(^2\) v. stencil (Perdicoúlis, 2011c)