

ISO 9000 Quality Systems Handbook Additional Resources

EVOLUTION OF DEFINITIONS OF PROCESS			
Definition	Notes	Source	Remarks
Change – The events, actions, communications and changing relationships in a situation		(Carter, Martin, Mayblin , & Munday, 1983)	The process is not attributed with an intent so may be formed by a relationship
Collection of cause factors	As long as there are causes and effects, or cause factors and characteristics, they can all be processes	(Ishikawa, 1985)	This is similar to the above
A systematic series of actions directed to the achievement of a goal		(Juran, 1992)	In this model the inputs are the goals and required product features and the outputs are products possessing the features required to meet customer needs
A collection of activities that takes one or more kinds of inputs and creates an output that is of value to the customer		(Hammer & Champy, 1993)	In this model the process is something that produces business outputs
A structured measured set of activities designed to produce a specified output for a particular customer or market	A process is a specific ordering of work activities across time and place, with a beginning and an end, and clearly identified inputs and outputs: a structure for action	(Davenport, 1993)	In this model the process is something that produces business outputs i.e. a business process
A set of interrelated resources and activities which transform inputs into outputs	Resources may include personnel, finance, facilities, equipment, techniques and methods.	ISO 8402:1994 clause 1.2	In this model the process could be a micro-process or a macro-process

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A series of steps designed to produce a product or service	Some processes (such as programming) may be wholly within a function. However, most processes (such as order fulfilment) are cross-functional.	(Rummler & Branche, 1995)	In this model the process is a business process of which the authors cite three categories: <ul style="list-style-type: none"> • Primary processes • Support processes • Management processes
A set of interrelated or interacting activities which transforms inputs into outputs	Inputs to a process are generally outputs of other processes. A process where the conformity of the resulting product cannot be readily or economically verified is frequently referred to as a "special process"	ISO 9000:2000 clause 3.4.1	<resources> has been removed and the activities concerned are those which are interrelated or interacting
A set of interrelated work activities characterized by a set of specific inputs and value added tasks that make up a procedure for a set of specific outputs		From the Quality Glossary (ASQ, 2007)	

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A set of interrelated or interacting activities that use inputs to deliver an intended result	<p>Whether the “intended result” of a process is called output, product or service depends on the context of the reference.</p> <p>Two or more interrelated and interacting processes in series can also be referred to as a process.</p> <p>Processes in an organization are generally planned and carried out under controlled conditions to add value.</p>	ISO 9000:2015 clause 3.4.1	<p>The word <transformation> has been removed to prevent circularity between <process> and <output>.</p> <p>An activity is the smallest identified object of work</p> <p>Note 4 may be the intention of a process but for there to be a process it does not have to be planned or add value</p>

Bibliography

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