



# PSI Tips for Project Management

and

# Process Optimization

For More Information, visit [www.psipm.com](http://www.psipm.com)

## Processes Define A Business From The Highest To The Lowest Organizational Level.

So far, the PSI Tips newsletter has provided three critical steps to optimizing a process. First, the "Value Stream Map" is the foundation for optimizing a process. Second, the "Optimized Process Map" is the basis for the project plan. Third, the "Original Process Flow Chart" shows organizational interaction at all levels of the organization. Now is a good time to visit exactly what a process is and why a company should go through all of the effort required to optimize it.

Having said this, there are misconceptions that

processes only apply to manufacturing or that a process is related only to a specific function or operation. Nothing could be farther from the truth. Business process is defined as "A collection of related, structured activities or tasks, that produce a specific service or product for a particular customer or customers" \*.

This can be further broken down into three main categories: Management Processes, Operational Processes, and Supporting Processes. These categories can then be subdivided into many processes that

make each of these work at the highest and lowest organizational levels.

In essence, processes are what drives a business, and the success of a business depends on how well the processes and sub-processes are defined and how effective they operate. Processes begin with a customer need and end with a customer need, whether the customer is internal or external to the process. Well defined and optimized processes are a manager's best tool regardless of what type of products or services the company produces.

## About PSI

PSI specializes in Project Management and Process Optimization. With over 30 years in aviation, electronics, engineering, manufacturing, and management with technology leaders. PSI's founder,

Roy Mathena, has a proven track record of completing projects on time and within the constraints of the business case and project plan. He has been certified by the Project Management Insti-

tute (PMI) as a Project Management Professional (PMP). Success of many of the projects are charted at [www.psipm.com](http://www.psipm.com). Call 864-855-3373 for more information.



**Preproduction Solutions, Inc.**

*Specializing in Project Management and Process Optimization*

## Business Processes

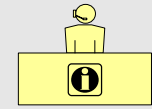
### Customer Level



Sales - Customer



Customer Purchasing



Customer Service



Engineering



Manufacturing



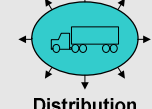
Quality Assurance



Packaging



Shipping



Distribution



Customer Receiving