



## Purpose

This document describes a process, framework and methodology for:

- describing how we want ACS to operate.
- training individuals to increase the likelihood that our processes will operate as intended.
- verifying that our processes are working as intended.
- generating feedback to improve our processes over time.

## Scope

This process applies to all operations within the Seattle ACS.

## Process Orientation

This system is based on a process control and improvement model similar to that advocated in the ISO9001 Quality Standard. The general idea is that if an organization can describe how it wants things done, trains it team against these descriptions, systematically integrates suggestions for improvement, and verifies that the processes are functioning as designed, then the organization will succeed in it's mission and, in fact, improve it's performance over time.

In this methodology, a system of documents describing the mission and operation of the organization is identified, generated, reviewed, tested, and released. These documents are used as the basis for training and process verification. Revisions are formally integrated and incremental training is done as necessary. Metrics are defined to assess the performance level of critical processes such as message accuracy or delivery latency. These metrics provide a measure of service level and feedback as to the efficacy of process revisions.

## Document System

Documents are central to the ACS Management System and serve the following purpose:

- They provide for uniformly collecting and describing process information to the level of detail necessary for training and operations.
- The revisions are controlled to insure that current information is available to all parts of the organization.
- They are the primary channel for disseminating changes throughout the organization.

Documents will be generated to describe:

- process management framework including document control and dissemination (this document)
- operating procedures including metrics and recordkeeping
- organizational information including job descriptions
- training process
- forms used to support these processes

## Responsibilities

Successful implementation of this system involves the following individuals:



- **ACS Director-** Reviews and approves all documents; provides primary input for content.
- **ACS Planning Section Chief-** responsible for management of the Management System in accordance with Management System procedures. Also serves as document control.
- **ACS Leadership-** responsible for identifying operating processes and process owners, reviews all documents prior to release, trains staff in accordance with training plan.
- **ACS Staff-** responsible for following processes as published and making suggestions for improvement.
- **Process Owner-** responsible for the content of a process; primary resource for clarification; can drive corrective actions and is the lead trainer for the process

**Generating a Document**

A document passes through the following phases prior to release. A document must be released prior to general usage in an operating environment or prior to general training.

| Step                  | Description   | Who does Work          | Review                     | Approval               |
|-----------------------|---|------------------------|----------------------------|------------------------|
| <b>Identification</b> | title, purpose, scope and process owner defined   | Leadership; anyone     |                            |                        |
| <b>Draft</b>          | Draft content is generated by process owner based on process template. Content should be in enough detail to describe essential elements of the process and provide the basis for training. | Process Owner          | Peers                      | One level up           |
| <b>Pilot</b>          | The draft procedure is exercised in pilot training by process owner with small knowledgeable user group to identify corrections and revisions (table top exercise).                         | Process Owner          | Pilot exercise (table-top) | Planning Section Chief |
| <b>Release</b>        | Pilot procedure is edited (by the process owner) and prepared for final release. Document published to website and training commences.  | Planning Section Chief |                            | Director               |

**Document Control and Dissemination**

All documents will be prepared using MS Word and a document template. Each document will include its own revision history.

There will be a designated document control person who will maintain all the released revisions to documents and insure that document revisions are approved and disseminated in accordance with the current document control procedure.

**Training**

The process owner is the primary trainer for the process described in the document. A training process will be defined that ensures all affected individuals are trained appropriately.



### **Corrective Action**

Corrective action suggestions are made to the process owner. If the process owner agrees, then a draft revision can be submitted to the Director for approval and incorporation into the process.

Approval for revisions follows the same process as original documents.

### **Process Metrics**

Process metrics will be established, collected and published for service levels of importance to ACS customers. Descriptions of process metrics will be included in the process document.

### **For Further Information**

For further information and to submit suggestions for improvement, contact the author, Jim Doub, K6TKU