

Process Assessment

- Step 1** Enter the process name(s) in cells 'B27' to 'B48'. Once you have entered the process name(s), they will copy through to the relevant sections of the remaining worksheets.
- Step 2** Assess the criteria for ranking the status of processes.
- 1 = Low All performance indicators, metrics, objectives, audit results, etc. show stability and consistently achieve targets
 - 2 = Medium Minor problems exist, minor process or product changes planned;
 - 3 = High Poor performance/adverse trends, expected results not achieved;
 - 4 = Critical Metrics are non-conforming. Any process with major audit finding in past 12 months
- Step 3** Assess the criteria for ranking how well the process is performed.
- 1 = Low Consistently applying documented practice, possible benchmark performer;
 - 2 = Medium Current practices conform but are not documented;
 - 3 = High Practices are applied inconsistently;
 - 4 = Critical Practices are non-conforming.
- Step 4** Assess the criteria for ranking the importance of processes.
- 1 = Low Little to no risk of adversely affecting customer satisfaction, product quality, delivery, or profitability
 - 2 = Medium Minor adverse effect on customer satisfaction, product quality, delivery, or profitability
 - 3 = High Likely have a significant adverse effect on customer satisfaction, product quality, delivery, or profitability
 - 4 = Critical Likely cause safety or regulatory compliance issues.
- Step 5** Audit frequency indicators will transfer to the 'Audit Programme' and the 'Audit Findings Tracker' for reference.
- An audit should be scheduled **at least once per year** unless otherwise justified;
 - An audit should be scheduled **within 12 weeks** and an additional audit within 6 months;
 - An audit should be scheduled **within 4 weeks** with an additional audit **after 12 weeks** and then reoccurring quarterly.

Audit Ref.	Process Name	Perceived Process Ranking			Perceived Effects on QEH&S Ranking			Customer Complaints	Any Known Corrective Actions		Process Status
		Critical 4, High 3, Medium 2, Low 1			Critical 4, High 3, Medium 2, Low 1			Actual No. of Complaints	Internal CA (Audits/N/Cs)	External CA (Audits/N/Cs)	Indicator
		Status	Practices	Importance	Quality	Environment	H&S	Quantity	Quantity	Quantity	
IA001	Quality Management System	2	1	3	3	1	1	0	0	0	
IA002	Document Control	1	1	2	2	1	1	0	0	0	
IA003	Design & Development	3	2	3	3	2	2	0	1	0	
IA004	Manufacturing	1	2	3	3	2	2	0	2	0	
IA005	Customer Service	1	2	2	2	1	1	2	0	1	
IA006	<enter process name/description>										
IA007	<enter process name/description>										
IA008	<enter process name/description>										
IA009	<enter process name/description>										
IA010	<enter process name/description>										
IA011	<enter process name/description>										
IA012	<enter process name/description>										
IA013	<enter process name/description>										
IA014	<enter process name/description>										
IA015	<enter process name/description>										
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IA020	<enter process name/description>										
IA021	<enter process name/description>										
IA022	<enter process name/description>										