

	ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director		
PROCEDURE TITLE: Monitoring and Measurement of Processes	DOCUMENT NUMBER: ISO_8-23	REVISION LEVEL: Final Draft	REVISION DATE: 11/20/08	Approval: Managing Director

Scope/Purpose:

This procedure describes the approach for monitoring and measuring the performance of our key business processes to ensure they are meeting expected performance levels and achieving the desired outcomes.

Responsibility

Responsibility for data collection and analysis shall be assigned to a Department Director who has the principle responsibility for the specific activity.

ISO 9001:2008 Reference: 8.2.3 - Monitoring and Measurement of Processes

Procedure:

- 1.0 The methods used to measure and monitor processes are based on the types and frequency of data needed to adequately measure the performance of each process.
- 2.0 Data for key processes is derived from the WCRC Business Operating System.
- 3.0 Expectations for Department Directors are to make their respective department performance measures useful and visible to department staff. Reviews and discussions regarding performance data shall be presented in department meetings and/or communications.
- 4.0 When department processes do not achieve planned results, Department Directors are responsible for reviewing these variances and taking corrective actions to bring performance back to acceptable levels.
- 5.0 Analysis methods are determined based on the types of data necessary to effectively monitor each process, the frequency at which it is needed.
- 6.0 Other methods for monitoring and measuring the performance of internal processes include the following methods:
 - Internal Audits
 - External Audits
 - Management Reviews
 - Customer Satisfaction or complaints