

**DIN: 1001-2-02**

**Name of Process: Identifying Processes to Document or Review/ Improve Processes**

**Purpose**

This process governs how the college internal constituents who implement the work processes by which Northwest Technical College operates to identify target processes that are needed (those to be documented for the first time) or that need to be improved (those that are already documented). This need can be identified through survey results, through the existence of negative comments or complaints, and/or results of the process that are not acceptable or satisfactory.

**Scope**

Any member of NTC’s faculty, staff or administration can propose a process for documentation, review, or improvement.

**Definitions**

The following is a list of key definitions:

Term/Phrase	Definition
<b>Process</b>	A process is a sequence of activities which are conducted by different people at the various stages (“hand-offs” occur during implementation.
<b>Policy Managers</b>	Team of individuals, each of which is assigned as the point person for policies within a category, as follows: 1000 – Administrative; Dean of Academic Affairs 2000 - Learner; Dean of Student Affairs 3000 – Academic; Dean of Academic Affairs 4000 – Human Resources; 5000 - Technology; Help Desk 6000 – Facilities; Facilities Supervisor 7000 – Finance; Business Manager 8000 – College Public Relations; Director of External Relations

**Process**

The table below describes responsibilities for this process:

Stage	Who	Description
<b>1</b>	College faculty, staff, administrator	Recognizes that something isn’t working based on lack of process, unclarity of process, incorrectness of process. Submits request for documenting, reviewing and/or improving processes to the appropriate Policy Manager or the Policy Manager Group chair.
		IF Process needs documenting for the first time, OR process is already documented but needs review and improvement
		THEN Policy Managers group determines the appropriate series for the process; directs the request to the Policy Manager for that group of processes.

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2	Policy Manager	IF	Process is new (i.e., hasn't been documented yet)
		THEN	Policy Manager works with appropriate personnel to identify the stages of the process and write up the process draft.
		IF	Process is existing and needs review and possible updating,
		THEN	Reviews process with people responsible for implementing the process to see where problems, disconnects, occur; drafts revisions to address them.
3	Policy Manager	Brings new or revised process to Policy Managers for their information and/or discussion.	
4	Policy Manager Group	Review process, determine if it should be posted for internal review (based on number of people involved and degree to which the process proposal changes what is currently being done ). If so, chair posts it on intranet. If not, chair posts on internet and send notice to college community.	

**Supporting references**

Listed below are college documents that support this process:

- [1001-1-01 Policy Development policy](#)
- [1001-2-01 Developing/Revising Policies and Processes process](#)
- [1001-3-01 How to Write or Revise Policies/Processes procedure](#)
- [1001-2-02 Process template form](#)

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