Process Documentation

1. Document Control

Process Name	{{Process Name}}
Process ID	{{Process ID}}
Version	{{Version}}
Effective Date	{{Effective Date}}
Review Date	{{Review Date}}
Process Owner	{{Process Owner}}
Approver	{{Approver}}

Keep this block on page one so the process can be governed and audited at a glance. Assign one accountable Process Owner and set a Review Date 6–12 months out — a process description is a controlled document.

2. Purpose & Objective

State in one or two sentences what this process exists to achieve and the outcome it delivers when it runs well.

Describe the result, not the steps — e.g. "to convert an approved purchase requisition into a paid supplier invoice accurately and on time."

3. Scope, Trigger & Boundaries

Define where this process starts (the trigger) and where it ends, which departments and systems it spans, and what is explicitly out of scope.

Name the start and end events. A clear trigger and end point keep a process description from sprawling into adjacent processes.

4. Process Overview (SIPOC)

Suppliers	Inputs	Process (high level)	Outputs	Customers
{{Who provides inputs}}	{{What is needed to start}}	{{Step 1 -> 2 -> 3 (summary)}}	{{What the process produces}}	{{Who receives the output}}

SIPOC frames the whole process on one line: Suppliers, Inputs, the high-level Process, Outputs, and Customers. Fill it in before the detailed flow — it keeps everyone agreed on the boundaries.

5. Roles & Responsibilities

Role	Responsibility in this process
{{Process Owner}}	{{Accountable for the process performing as designed}}
{{Role}}	{{What this role does in the flow}}
{{Role}}	{{What this role does in the flow}}

Assign responsibilities to roles, not named people, so the process survives staff changes. The Process Owner is accountable; everyone else is responsible for their part.

6. Process Flow

Step	Activity	Role	Input -> Output	System / record
1	{{Triggering activity}}	{{Role}}	{{Input -> Output}}	{{System}}
2	{{Next activity}}	{{Role}}	{{Input -> Output}}	{{System}}
3	{{Decision or handoff}}	{{Role}}	{{Input -> Output}}	{{System}}
4	{{Final activity}}	{{Role}}	{{Input -> Output}}	{{System}}

Document the end-to-end flow at the activity level — each row is a handoff between roles or systems. Note decision points ("if rejected, return to step 2"). This is the description of the process, not a click-by-click work instruction.

7. RACI Matrix

Activity	Process Owner	Operator	Reviewer	Manager
{{Activity 1}}	A	R	C	I
{{Activity 2}}	A	R	I	C
{{Activity 3}}	A	C	R	I

R = Responsible (does the work), A = Accountable (one per row, owns the outcome), C = Consulted, I = Informed. Replace the column headers with your real roles. Exactly one A per activity keeps accountability unambiguous.

8. Process Metrics (KPIs)

Metric	Definition	Target	Frequency

{{Cycle time}}	{{How it is measured}}	{{Target}}	{{Monthly}}
{{Quality / error rate}}	{{How it is measured}}	{{Target}}	{{Monthly}}
{{Cost / volume}}	{{How it is measured}}	{{Target}}	{{Quarterly}}

Pick a few metrics that show whether the process is healthy — typically a speed, a quality, and a cost or volume measure. A documented process you do not measure will drift.

9. Risks & Controls

Risk	Control	Owner
{{What can go wrong}}	{{The check or control that prevents it}}	{{Role}}
{{Risk}}	{{Control}}	{{Role}}

List the main risks and the control that mitigates each. This section is what makes the document audit-ready and useful for ISO 9001 or internal controls.

10. Related Documents & References

- {{Work instructions / SOPs that sit under this process}}
- {{Policies, forms, or upstream/downstream processes}}

Link the detailed SOPs, forms, and the upstream and downstream processes. A process description is the map; the SOPs are the turn-by-turn directions.

11. Revision History

Version	Date	Author	Summary of change
1.0	{{Effective Date}}	{{Process Owner}}	Initial release
{{Version	{{Date}}	{{Author}}	{{What changed}}

Update this table every time the process changes. The v1.0 row is pre-filled as an example.

12. Approval

Process Owner Name: ____________________ Signature: ____________________ Date: __________	Approver Name: ____________________ Signature: ____________________ Date: __________

Both sign-offs confirm the process is documented accurately and authorised for use.