



**Flow Chart Module
Demonstration Software**

**Developed and produced by
Solutions Generation Co. Limited and
Edinburgh Chamber of Commerce and Enterprise**

You may copy this demo. To view contents press function key "F5".

**ISO 9001:2000
Flow Chart Module**

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1.0 Flow Charting



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- 5 **Flowcharting Process**
 - 1 Identify your key processes
 - 2 Establish a process team
 - 3 Gather the appropriate staff in a suitable setting or room
 - 4 Decide which chart symbols you want to use
 - 5 Ask what the current process is
 - 6 Start with the first out to the process
 - 7 Identify the output to the first process
 - 8 For each step
 - 9 Link all process outputs
 - 10 On completion of the chart. Check that:-
 - 11 Record the date
 - 12 Analyse the process by:-

A1 Example of Flow chart

1.0 Flowcharting



1 Introduction

Producing flowcharts of critical processes will allow you to identify and agree the events, activities, stages and decisions that affect the quality your products and services. This process also allows you to review your current work practices and consider how these may be revised to improve quality and performance.

2 Purpose of Flowcharts

A person may need to rely on one of several methods to develop an understanding of how a process performs. This may be a verbal instruction, demonstration or written document.

The difficulties with these may be that the attention span or recall of the person may be limiting or the written documents provided are too technical or too brief for the person to develop a good understanding.

In our experiences developing your staff effectively in their understanding of working methods and procedures is best achieved through the use of flowcharting. Producing flow charts help staff to quickly describe and agree their existing processes, identify their shortcomings and highlight areas for improvement.

3 Benefits

Generating a flowchart helps staff build a shared picture of the steps in a process.

It can clarify what work needs to be done and by whom as well as expose obvious problems such as delayed actions and missing, excessive or inappropriate actions. This also allows the person to explain the current state of the process as compared with the preferred methods of working.

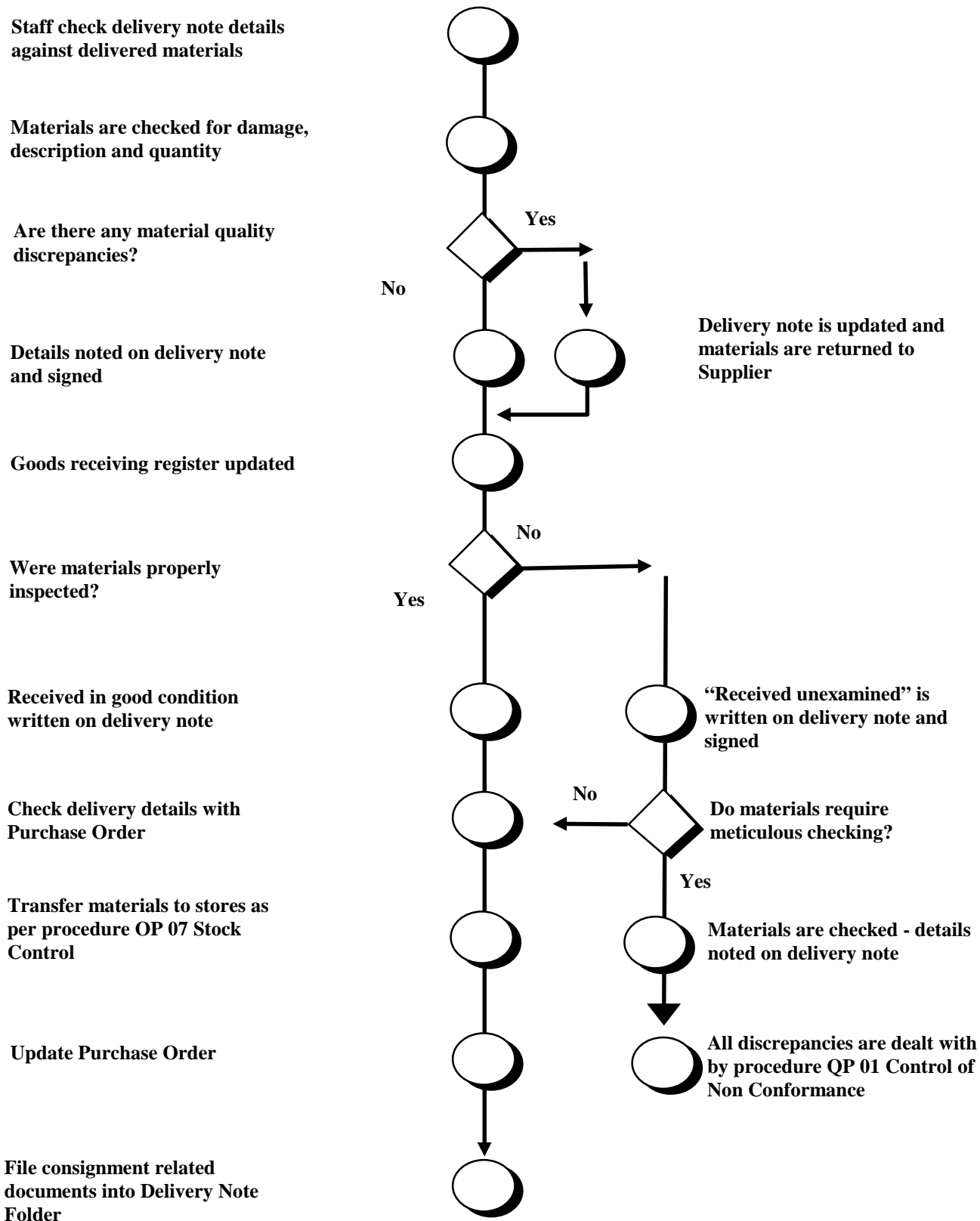
Once developed, the flowchart can be used as an effective tool to quickly explain the existing or new processes.



Thank you



Goods Receiving Flow Diagram



1 User Guide - System Requirements

Windows

- An Intel i486 or Pentium processor-based personal computer (Pentium recommended).
- Microsoft Windows 95, Windows 98, or Windows NT 4.0 with Service Pack 3 or later.
- 16 MB of RAM for on Windows 95 and Windows 98, 24 MB of RAM for Acrobat on Windows NT (32 MB recommended)
- A hard drive with at least 75 MB of available space
- Adobe Acrobat 4.0 Reader or later

2 To display useful navigation tools

F5	To hide and show the	Bookmarks (contents listing)
F6	To hide and show the	Thumbnails
F7	To hide and show the	Menu Bar
F8	To hide and show the	Command Bar
F9	To hide and show the	Tool Bar

3 To alter page view

Full Screen	depress	Ctrl and L
Zoom In	depress	Ctrl and +
Zoom Out	depress	Ctrl and -
Zoom To...	depress	Ctrl and M
Fit in Window	depress	Ctrl and 0
Actual Size	depress	Ctrl and 1
Fit Width	depress	Ctrl and 2
Fit Visible	depress	Ctrl and 3

4 Suggested Viewing

- To obtain full view of sections 1 to 13, use the "full screen" option (Ctrl and L)
- To read documents in section 14, use the "fit to window" option and the zoom control (Ctrl + or -) and arrow keys to scroll viewed documents as necessary.

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