

Operations Process Excellence

Process Repository - Multinational Chemical Company

The Challenge

To create a storage location in which to publish process maps – easily accessible with appropriate read and write access rights.

Outcome

The outputs from the process engineering project were embedded into the daily lives of the operators as highly usable documents – leading to performance improvements.

SkillSet Approach

Our client was engaged in a process improvement exercise and had recently generated a series of process maps but had storage and navigation problems.

SkillSet was engaged to advise on process storage and navigation mechanisms to meet the following criteria:

- **Easy for users to find documents**
- **Hierarchical structure**
- **Easy to navigate forward and backward through the hierarchy with seamless transition between applications**
- **Easy for an average Microsoft applications user to maintain**
- **Ideally based on standard Microsoft applications**
- **Version control**
- **Simple security – restrict read/write access to individuals or groups**
- **Easy to use and maintain**

As our client had Microsoft SharePoint available to them, and was already using it, we recommended that the processes be stored within SharePoint. We set up the SharePoint site and devised a system for interlinking between the various process documents seamlessly.

We created templates and a user manual describing in detail how to create and maintain processes in the repository and undertook hands-on training for the process teams.