

AQS200 – Root Cause
Exercise 2b
Process – Work Experience

Instructions:

1. Follow the steps listed below.
2. Prepare a turtle diagram representing the process selected from your previous work experience..

1. Select and identify a process from your own work experience?
2. Identify the inputs to the process – what are the customer needs?
3. Identify the activities.
4. Identify the outputs – what are the deliverable products and service?
5. What is needed? Materials, ingredients, equipment, etc
6. How will things be made? Methods, instructions?
7. Identify how much and how many is needed, key measurables.
8. Who will be responsible for accomplishing tasks?

