

**Quiz #2** (14 pts)  
**PROCESSES**

**Name** \_\_\_\_\_

1. What is a process (provide definition)? Include the basic elements. (5 pts)

Definition: chain of value-added activities that conclude in a product/service being delivered to a customer.

Basic elements: input, activities, outputs

2. Describe the three types of processes discussed in class. (6 pts)

**Management** – provides direction/governance for an organization  
(Organizational (business) goals, strategies to attain the goals, etc.)

**Business** – core competencies as experienced by external customers  
(product or service provided by organization)

**Support** - sustain the organization (internal customers/departments)  
(i.e. HR, calibration, maintenance, facilities, IT, etc.)

3. Describe validation and verification. How are they different? (4 pts)

**Validation** – confirmation by examination & objective evidence that particular requirements for a specific intended end use can be consistently fulfilled

Are you building the right thing? **Meeting user needs**

**Verification** – confirmation by examination & objective evidence that specific requirements have been fulfilled

Did you build it right? **Meeting user specifications**