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BOP 4.09.01

Document Title: **Process Control**

Effective Date: **October 1, 2011**

Approval Authority: **Bureau Chief**

A. PURPOSE

This Bureau Operating Procedure (BOP) establishes a procedure for providing adequate and controlled written instructions that ensure proper process control standards for the Planning, Statistics and Information Management Bureau.

Internal quality written instructions and process standards are vital to the PSIM bureau's quality management system because these written instructions and process standards affect the output of services rendered to customers.

B. SCOPE

This procedure applies to all Planning, Statistics and Information Management Bureau personnel as part of the bureau's quality management system.

C. DEFINITION

- A. **Process** - A systematic series of action steps directed toward completion of a bureau service.
- B. **Special Process** - Any process that cannot be fully confirmed immediately and the inadequacy of which may surface only after the service has been rendered and is being used by the customer.

D. RESPONSIBILITIES AND AUTHORITIES

- A. Management - Bureau Chief has the authority to reject any service or work product that does not meet the standards and criteria established by the bureau as it relates to quality.

Bureau management provides adequate and controlled activities that ensure proper process standards are met.

- B. Planning, Statistics and Information Management Bureau Personnel - Employees within the Planning, Statistics and Information Management Bureau use a combination of job knowledge, training, and experience to ensure processes are meeting all quality standards and requirements.

E. REQUIREMENTS

- 1. The Planning, Statistics and Information Management Bureau management and/or personnel may reject any service or work that does not meet the established quality standards and criteria.

F. ACTION STEPS

The bureau relies on job knowledge, training, and experience, and a high level of employee expertise to ensure that work processes are controlled.

- 1. For complex tasks or infrequent tasks, written procedures are used to control processes, as appropriate.
- 2. In all cases where lack of written procedures would adversely affect quality, the appropriate Planning, Statistics and Information Management Bureau employee develops a BOP to control the process.

G. QUALITY RECORDS

None

H. DOCUMENT CONTROL

The content of this BOP is the responsibility of the Bureau Chief. Requests for interpretation of the provisions of this procedure and suggestions for changes should be addressed to the Bureau Quality/Document Coordinator. This procedure is maintained electronically.

I. REFERENCES

None

J. ATTACHMENTS

None

K. REVISIONS

- 1. Removed action step three.

2. Reviewed April 2013.
3. Reviewed January 2014.
4. Reviewed June 2015.