Improving Business Processes for More Effective TSMO

Business Processes and Application to TSMO

<table>
<thead>
<tr>
<th>Management Processes</th>
<th>Operational Processes</th>
<th>Supporting Processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Govern the operation of an organization's system of operation</td>
<td>Constitutes the core business</td>
<td>Put in place to support the core processes</td>
</tr>
</tbody>
</table>

- Planning, programming, project development, design, construction, maintenance
- Internal/external agreements, contracts, operational procedures
- Human resources, accounting, training

NOTES:
Improving Business Processes for More Effective TSMO

Improving Business Processes

Seven-Step Process

1. Influences
2. Define the Specific Reliability Goal
3. Identify and Document Current Business Processes
4. Operational Integration
   - Develop/Change Process
   - Implement Process
5. Assess Process
6. Programmatic Integration
   - Document Process
7. Institutionalize Process

NOTES: