

## **General Procedures for a Process Post Mortem**

**Note:** What follows are procedures for helping discover "what went wrong" during the execution of a process for the purpose of taking corrective design actions that will result in an improvement.

- A. Determine if Current Documentation/Guidance is Available and Adequate.**
  
- B. Carefully Document (if not already documented) Current Procedures as Used.**
  
- C. Use the Documentation to Create a Process Flow Chart.**
  
- D. Create a Large-graphic of the Flow Chart Using Roll Paper.**
  
- E. Note Anomalies on the Chart to Clarify Current Guidance Avoided or Modified.**
  
- F. Determine Key Failure Points.**
  
- G. Rewrite (or Write) Improved Process Guidance.**
  
- H. Determine the Plan of Implementation of New Guidance and Legitimize.**
  
- I. Monitor Implementation to Assure Effectiveness.**