Process Confirmation

What is it?

Having made our improvements and agreed together standardised work in a 'Standard Operating Procedure (SOP)', it is important that the 'weeds do not grow back' through everyone deciding to do their own thing so we need to use a **Process Confirmation** tool to confirm that the process is implemented as documented.

When to use it?

Use **Process Confirmation** when you want to find out how well a process is working against your agreed process in your Standard Work or SOP to help identify:

- non-compliance
- problems
- improvements
- wastes

When adjustment to the SOP or process is needed, using the Plan-Do-Check-Act (PDCA) cycle, you can implement small-scale solutions by trialling changes in your process and checking to see if you can verify that you've improved the process before rolling it out more widely. This is an iterative process which is at the heart of the continuous improvement process.

How to use it?

Process Confirmation involves visiting a team, observing work in action and talking to the people doing it to check what they are actually doing against the agreed process.

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*TIP: If a team of you are carrying out a **Process Confirmation** across departments it is important to ask the same questions and check the same things.*

Provide feedback to the Standard Work or SOP owner for them to consider how they will tackle any non-compliance and/or make improvements using PDCA.

Remember any resulting changes to the Standard Work or SOP should be documented (process maps, SOPs etc) so future **Process Confirmation** takes place against the updated process.

Benefits at a glance....

- confirms that the process is implemented as documented in the Standard Work or Standard Operating Procedures (SOPs)
- identifies where the process is not working as documented and identifies opportunities for continuous improvement
- use to celebrate what's working well