



Supporting Process: PERF Process

Summary: This process describes the steps that occur after the creation of a Process Enhancement Request Form (PERF) and follows the PERF to its Implementation or Cancellation.

Resources:

- TELD employees
- Process Management Group (PMG)
- Process Advisory Committee (PAC) – Committee made up of Technical Directors who review the processes and determine sponsorship for each PERF and advise who should be involved in the process.
- Sponsor - this individual is the functional manager responsible for assessing proposed improvements, justifying why changes will or won't be pursued, providing and/or recommending appropriate resources for addressing the PERF, rolling out and training direct reports on the new/revised processes, and serving as the focal point for the status and progress of the PERF. Ultimately, the sponsor 'owns' the PERF from the moment it is assigned until resolution is implemented.
- Process Action Team (PAT) – Team compiled by PMG liaison and Sponsor to work together to develop and implement the solution for the PERF.

Act #	Activity Name	Inputs	Tasks	Outputs	Responsibilities	Timing Considerations if Applicable
1	Complete PERF (Status "Identified")	<ul style="list-style-type: none"> • Suggestion 	<ul style="list-style-type: none"> • An opportunity is identified • Fill out a PERF Form located on the N:/Process Management/PERF/Template/PERF template.doc • Detailed PERF instructions are located with the PERF template 	<ul style="list-style-type: none"> • Completed PERF 	<ul style="list-style-type: none"> • Telegence LD Employee (Originator) 	
2	Submit PERF to PMG via e-mail	<ul style="list-style-type: none"> • Completed PERF 	<ul style="list-style-type: none"> • Originator submits PERF to PMG via e-mail (TELD.PERF) 	<ul style="list-style-type: none"> • E-mailed PERF 	<ul style="list-style-type: none"> • Telegence LD Employee (Originator) 	
3	Assign log # in PERF status log	<ul style="list-style-type: none"> • Received PERF 	<ul style="list-style-type: none"> • PMG assigns log # in PERF status log • Include pertinent information 	<ul style="list-style-type: none"> • Reviewed PERF • Assigned PERF # 	<ul style="list-style-type: none"> • PMG 	Within 2 working days of



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			in log			receipt
4	Acknowledge receipt of PERF to the Originator	<ul style="list-style-type: none"> Reviewed PERF Assigned PERF # 	<ul style="list-style-type: none"> Communicate to Originator: <ul style="list-style-type: none"> PERF # Location of PERF status log Any questions / issues with PERF 	<ul style="list-style-type: none"> Completed acknowledgment 	<ul style="list-style-type: none"> PMG 	Within 2 working days of receipt
5	Determine priority, assignment, and sponsor (Status "Assigned")	<ul style="list-style-type: none"> Reviewed PERF 	<ul style="list-style-type: none"> PAC determines priority level, assignment and sponsor PMG records any changes in the log 	<ul style="list-style-type: none"> Assigned priority Assigned sponsor Assigned PMG member Assigned status 	<ul style="list-style-type: none"> PAC PMG 	At next PAC meeting after PERF received
6	Is PERF canceled/deferred?	<ul style="list-style-type: none"> PERF status 	<ul style="list-style-type: none"> If yes, go to 7 If no, go to 11 	<ul style="list-style-type: none"> Determined PERF status 	<ul style="list-style-type: none"> PAC 	
7	Return PERF to Originator with comments	<ul style="list-style-type: none"> Canceled PERF Deferred PERF 	<ul style="list-style-type: none"> Explain reason for cancellation, deferral 	<ul style="list-style-type: none"> Communicated reason(s) 	<ul style="list-style-type: none"> PMG 	
8	Is PERF deferred?	<ul style="list-style-type: none"> PERF status 	<ul style="list-style-type: none"> If yes, go to 9 If no, go to 10 	<ul style="list-style-type: none"> Determined PERF status 	<ul style="list-style-type: none"> PAC 	
9	Cancel PERF (Status "Canceled")	<ul style="list-style-type: none"> Canceled PERF 	<ul style="list-style-type: none"> PMG updates PERF and status log with cancellation 	<ul style="list-style-type: none"> Updated status log 	<ul style="list-style-type: none"> PMG 	
10	Deferred PERF Process	<ul style="list-style-type: none"> Deferred PERF 	<ul style="list-style-type: none"> See deferred PERF process documentation 			
11	Discuss preliminary action plan	<ul style="list-style-type: none"> Assigned sponsor Assigned PMG Assigned PERF 	<ul style="list-style-type: none"> PMG defines preliminary action plan with sponsor based on priority level and available resources Determine who should be on the PAT (Process Action Team) 	<ul style="list-style-type: none"> Action Plan PAT 	<ul style="list-style-type: none"> PMG Sponsor 	



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12	Solution development (Status "In-Development")	<ul style="list-style-type: none"> Assigned PERF Action Plan PAT Disapproved Solution Disapproved Rollout 	<ul style="list-style-type: none"> PMG facilitates solution development with PAT and Sponsor Discuss process Document Update PERF log Review and revise 	<ul style="list-style-type: none"> Documentation Meeting notes E-mail notes Updated PERF log Proposed Solution 	<ul style="list-style-type: none"> PMG PAT Sponsor 	
13	Present solution to affected parties for approval	<ul style="list-style-type: none"> Proposed Solution 	<ul style="list-style-type: none"> PMG and Sponsor present solution to affected parties for approval 	<ul style="list-style-type: none"> Reviewed Proposed Solution 	<ul style="list-style-type: none"> PMG Sponsor PAT 	H – 30 working days M – 60 working days L – 90 working days
14	Solution Approved?	<ul style="list-style-type: none"> Approved Solution Disapproved Solution 	<ul style="list-style-type: none"> If yes, status changes to "Delivered" – go to 15 If no, go to 12 	<ul style="list-style-type: none"> Delivered PERF Disapproved Solution 	<ul style="list-style-type: none"> Sponsor PAT PMG 	
15	Approved for Rollout?	<ul style="list-style-type: none"> Delivered PERF 	<ul style="list-style-type: none"> If yes, go to 16 If no, go to 12 	<ul style="list-style-type: none"> Rollout Approved Rollout Disapproved 	<ul style="list-style-type: none"> PAC 	
16	Work with Sponsor to Implement New Process (Status "In Roll-Out")	<ul style="list-style-type: none"> Rollout Approved 	<ul style="list-style-type: none"> PMG works with Sponsor to implement new process Determine forum for rollout (email, review session, training, etc.) Determine groups impacted Review and revise as needed 	<ul style="list-style-type: none"> In-roll out PERF Monitored Process 	<ul style="list-style-type: none"> PMG Sponsor 	



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			<ul style="list-style-type: none"> Monitor after official communication 			
17	Propose to PAC that PERF is "Implemented"	<ul style="list-style-type: none"> Completed PERF documentation Monitored Process 	<ul style="list-style-type: none"> Review the PERF with PAC to determine if all requirements met and can be implemented 	<ul style="list-style-type: none"> PAC Reviewed PERF 	<ul style="list-style-type: none"> PMG PAC Sponsor 	
18	Is the PERF "Implemented"?	<ul style="list-style-type: none"> In-roll out PERF Delivered PERF In-Development PERF 	<ul style="list-style-type: none"> Use criteria described in 17 If yes, go to 18 If no, go to 12 	<ul style="list-style-type: none"> Implemented PERF Disapproved Solution 	<ul style="list-style-type: none"> PAC 	
19	Change PERF status to "Implemented"	<ul style="list-style-type: none"> Implemented PERF 	<ul style="list-style-type: none"> PMG change status of PERF to "Implemented" 	<ul style="list-style-type: none"> Implemented PERF 	<ul style="list-style-type: none"> PMG 	