
By

Venkatram K S

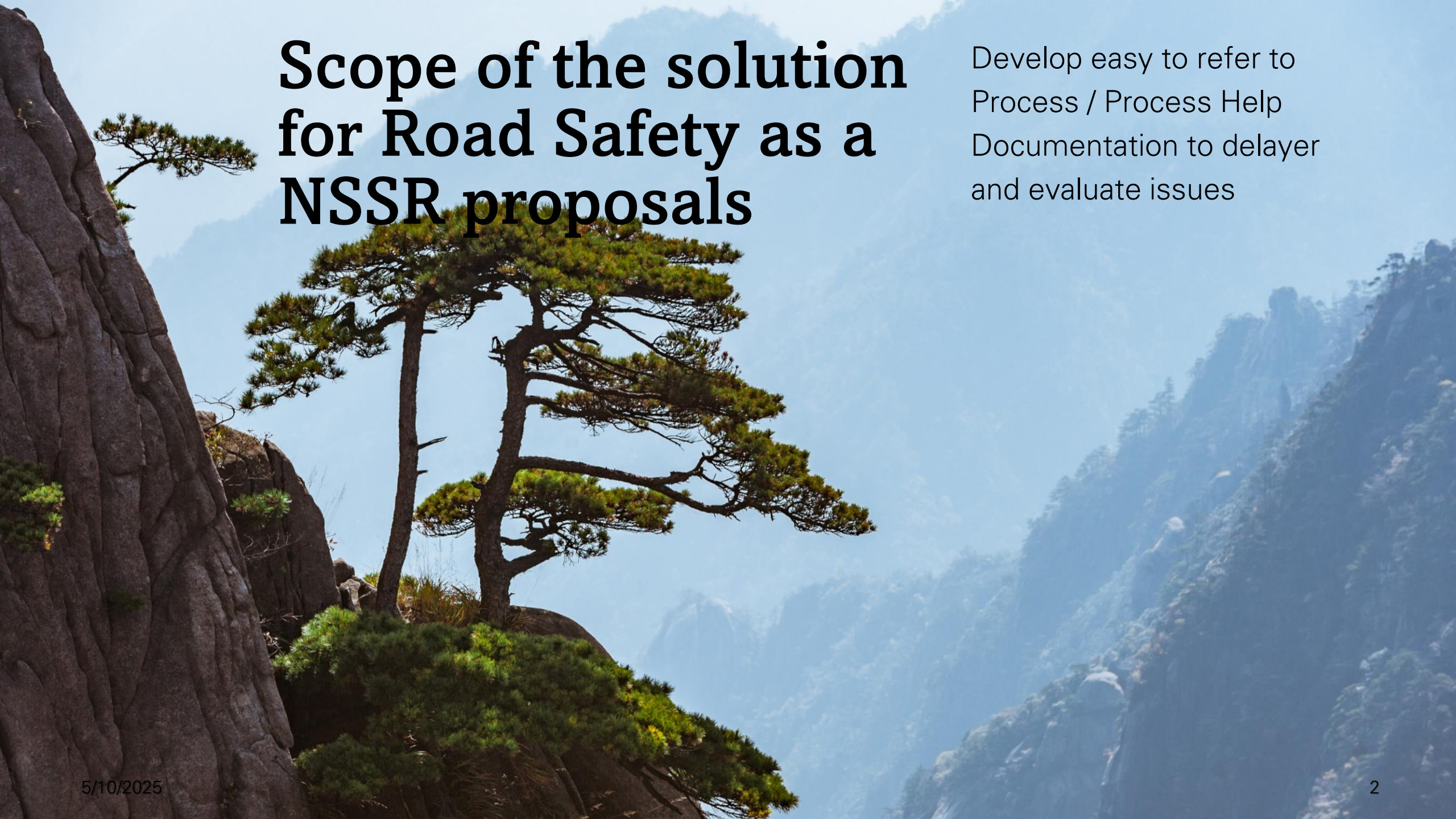
Aakkash K V

PGDM 2021-2023

BTECH AE 2017-2021

Road Safety and Delayering





Scope of the solution for Road Safety as a NSSR proposals

Develop easy to refer to
Process / Process Help
Documentation to delayer
and evaluate issues

AIM

To create or enable a process library / process-help library to delayer for Road Safety as a NSSR in vehicles of different categories, that is four-wheelers, two-wheelers and commercial vehicles



PURPOSE

Design or enable a NSSR-RS compendium/ library that helps organize, provide, and enable a dashboard view, guided view, ready-reckoner view, or even a next-steps view to the incorporation/deployment of NSSR-RS process documentation and process-help documentation



STAKEHOLDERS

Sales/Showrooms teams

Pre-delivery assistance or instruction teams

Service Centre teams

Case Review and Business Process Improvement (BPI) teams



TARGET AUDIENCE

NSSR-RS Management panels

NSSR-RS Process conversant staff/customers

Yet to be NSSR-RS process conversant staff/customers

Not too English conversant staff/customers

Quick Reference or Ready Reckoner interested parties

Dashboards and Next-steps teams



VERSIONS

coe-v 1.00.2025 (Work in progress version)



DATES OF IMPORTANCE



LANGUAGES

English (US / UK)



REVIEWERS



STAGES

Review understanding of today's process approach for Road Safety

Debate on the 15-folder compendium model called “NSSR-RS Process Compendium”

Start work on the process library and compendium model

Decide on project estimates and schedule

Discuss, gather, and collect process / process-help documentation

Categorize documentation/information using the compendium model

Design and incorporate a “compendium/ quick reference/ ready-reckoner” view

Validate/ Revisit the contents of the compendium

Deploy and Use the compendium

Resolve Incidences/ Feedback / Complaints

Handover and Transition



STAGE - Review understanding of today's process approach

What is a process?

A process is defined as an activity or set of activities using resources. A process is managed to enable the transformation of inputs into outputs.

A process is a totality of all the activities that a business performs.

A process includes identifying a customer need, creating a product or service concept to meet the need, defining how that concept will be implemented, thereon implementing or deploying the concept, measuring customer satisfaction, and continually improving both the concept and the deployment.

To manage a process, an organization is known to develop management systems and component processes that include finance, human resources, materials, production, operations, quality management, environmental management, health, and assist & safety ... & some other management systems as per specific or international standards.



STAGE - Review understanding of today's process approach

Typical processes covered in a quality management system include....

Leadership, planning, administration, purchasing, training, design and development, production and service, operations, measurement and metrics, audit, corrective and preventive actions, improvement, digitization, automation, etc. Each management system uses a cut-to-fit process approach.

What is a process approach?

The application of a system of processes within an organization is termed a process approach.

A process approach provides linkages between individual processes within the system of processes, as well as their combinations and interactions.

It is an approach, where each process can be described via a process map that identifies where a process starts and ends, and determines the various activities to be performed, where there are process owners for the activities, and customer satisfaction measures and performance measurement metrics.

Via a process map, with the processes identified, the processes can be flow-charted in detail, realistically evaluated, improved upon, revised or updated, documented, deployed, and maintained.



STAGE - Review understanding of today's process approach

A process approach emphasizes objectives such as
Improved productivity

Increased value-added time

Standardized compliance

A Quick-reference or Dashboard view

Breaking down of silos between processes and their process management

Reduced missing process-documentation or process-help incidences

Elimination of confusion

Cooperation and cohesive thinking



STAGE - Review understanding of today's process approach

A process approach emphasizes the importance of

Understanding customer requirements, applicable statutory and regulatory requirements, and organizational requirements for road safety via performance, assist and safety systems delayering

Fulfilling customer requirements, applicable statutory and regulatory requirements, and organizational requirements

Need to consider or develop processes in terms of added value

Continual improvement of processes based on objective measurements

Note: The ISO 9001:2008 QMS standard suggests that applying the P-D-C-A methodology to processes can help achieve objectives and effectiveness



STAGE - Review understanding of today's process approach

The P-D-C-A methodology uses steps and activities like

Plan: Establish objectives, organizational goals (at relevant functional stages and levels within the organization), and processes necessary to deliver results. The results need to be in accordance with customer requirements and organizational policies

Do: Implementation of policies as per a plan/vision

Check: Monitor and measure the processes and product. Report the results. Monitoring and measuring the processes and product should be done with reference to the organizational policies, objectives, and requirements for the product

Act: Take corrective, preventive or futuristic action to continually improve the performance of the processes



STAGE - Debate on the 15-folder compendium model called “ProDoc Compendium”

Design a classification approach for process documentation or process help documentation, where the classification approach incorporates the use of different physical or logical folders for the information/documentation being archived, on the basis of the type, purpose, nature, and levels of information

Design or enable scope for access control to this classification

Standardize process documentation or process help so it fits into these classifications

Apply the P-D-C-A methodology so this standardization is a commitment

Apply ISO 9001:2008 QMS methodologies to the process management solution



STAGE - Debate on the 15-folder compendium model called “NSSR-RS Process Compendium”

The proposed classification approach for NSSR-RS process documentation or process help documentation

1. Quick Reference
2. Policies and Rules
3. Requirements
4. Specifications
5. Data files (with sub-classifications as Process, Application, Instrumentation, Sensors, and Data sets)
6. Multimedia (with sub-classifications as Videos, Audio, Images and graphics)
7. Training
8. Feedback and Complaints
9. 5 Why(s) and Gaps
10. 5 Why(s) and Addendums
11. 5 Why(s) and Revisions
12. 5 Why(s) and Corrections
13. 5 Why(s) and Failed quality status for NSSR-RS
14. Software details
15. Digitized files



STAGE - Debate on the 15-folder compendium model called “NSSR-RS Process Compendium”

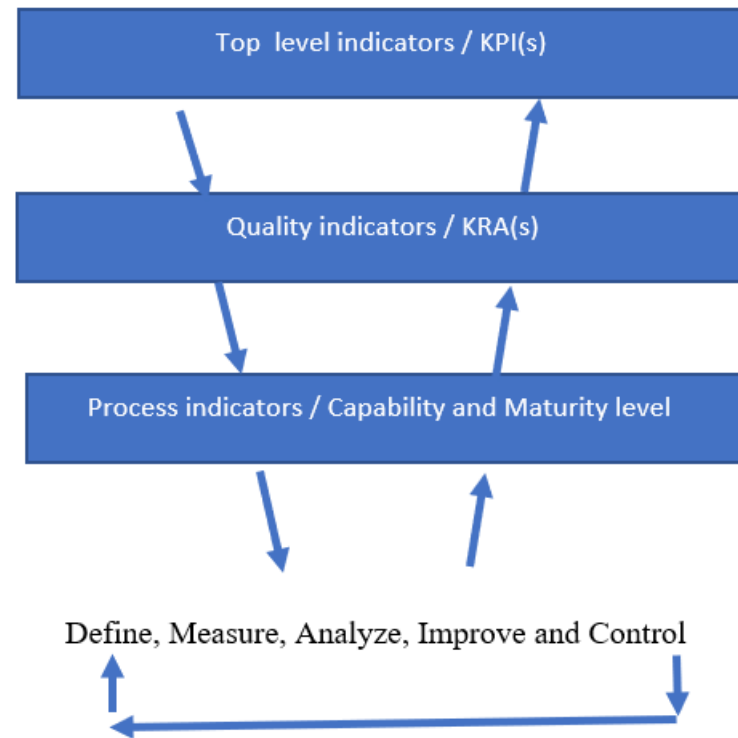
The proposed 5 Why(s), DIL based access control for NSSR-RS process documentation or process help documentation

1. Highly sensitive (tagged as H)
2. Confidential (tagged as C)
3. Department use only (tagged as D)
4. Working staff (tagged as W)
5. Remote or Hybrid mode access (tagged as R)



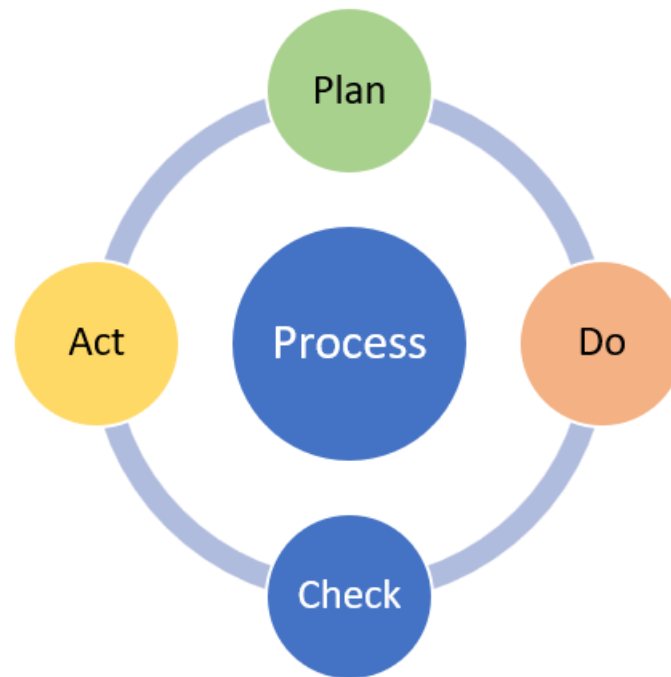
STAGE - Debate on the 15-folder compendium model called "NSSR- RS Process Compendium"

The proposed 5 Why(s), DIL will need to use **DMAIC** and process improvement concepts



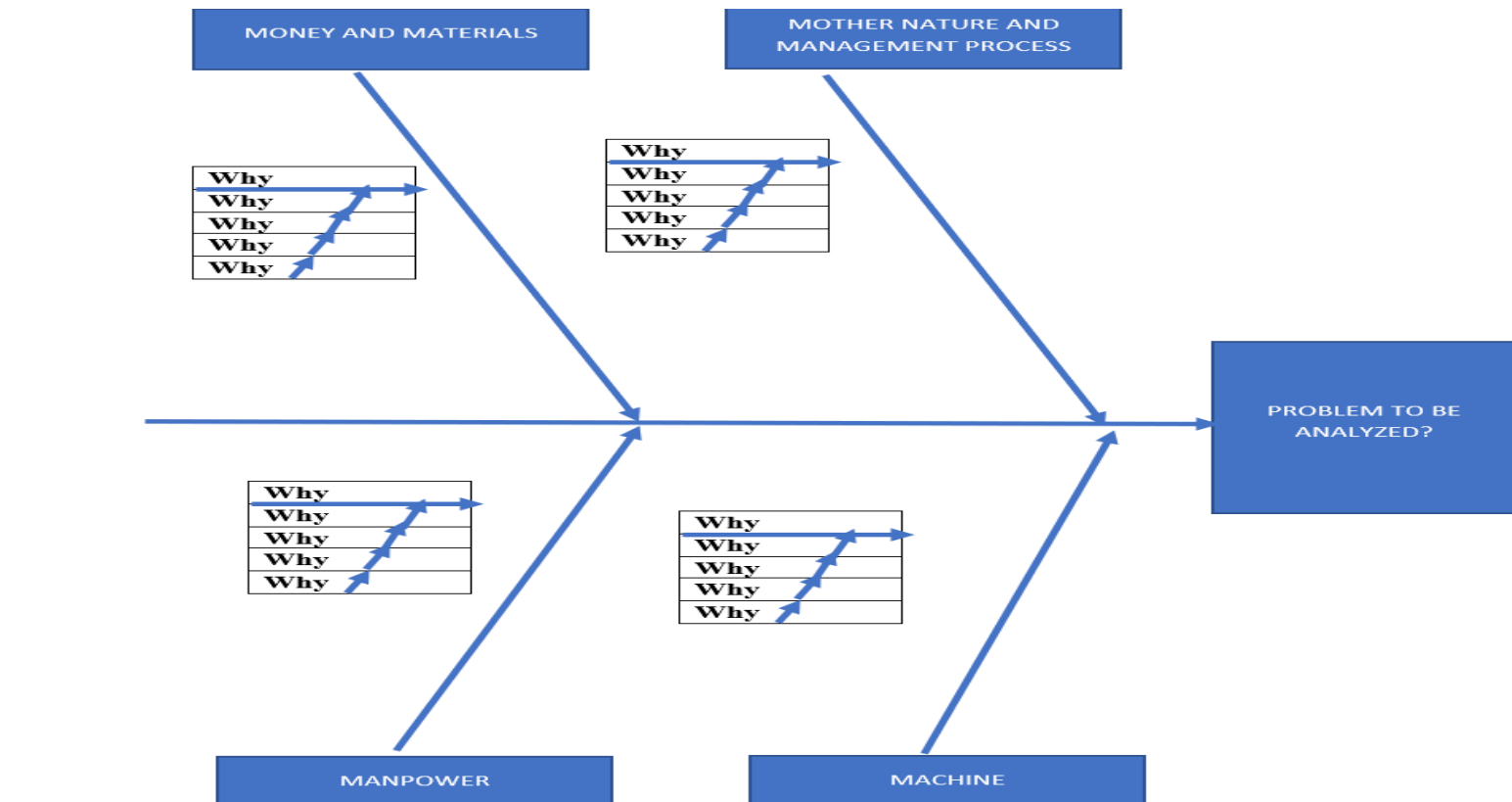
STAGE - Debate on the 15-folder compendium model called “NSSR- RS Process Compendium”

The proposed 5 Why(s), DIL will need to use . PDCA and process improvement concepts



STAGE - Debate on the 15-folder compendium model called "NSSR- RS Process Compendium"

The proposed 5 Why(s), DIL will need to use **5 Whys** (using a SMART focus)



STAGE - Start work on the NSSR-RS process library and compendium model

Approach

1. Identify business functions and departments involved
2. For each business function, identify & categorize business processes based on 2 priorities, that is (1) Work-in-progress processes or Test processes and (2) Live processes
3. Determine key players for each business process for NSSR-RS
4. At the first level, Identify or Generate folders for templates/documentation/information for the business process based on the categorization approach of the compendium model
 - 4.a Identify the security level or protection level associated with the access to this process information or process help information. Use the proposed access control
 - 4.b Identify inputs, resources and outputs for the business process
 - (+) Identify organizational/departmental boundaries or silo(s) affecting the process
 - (+) Identify linkages for the process
 - 4.c Start placing templates/documentation/information for the business process into the Level 1 folders based on the categorization of the compendium model



STAGE - Start work on the process library and compendium model

Approach (continued...)

5. At the next level, for each business process identify process tasks in the order that they occur in

6. Determine key players for each process task

(+) Identify inputs, resources and outputs for the process task

(+) Identify organizational/departmental boundaries or silo(s) affecting the process task

(+) Identify linkages for the process task

7. Identify working methods/standard operating procedures associated with the process task

7.a Start placing related templates/documentation/information for the process task into the Level 2 folders based on the categorization of the compendium model

8. Identify QMS methodologies or standards associated with the process task

8.a Start placing related templates/documentation/information for the process task into the Level 2 folders based on the categorization of the compendium model



STAGE - Start work on the process library and compendium model

Approach (continued...)

9. Identify/Generate the Quick Reference / Ready reckoner for the process task

9.a Start placing related templates/documentation/information for the process task into the Level 2 Quick Reference folders based on the categorization of the compendium model

10. Identify regular projects associated with the process task

10.a Start placing related templates/documentation/information for the process task into the Level 2 Addendum folders based on the categorization of the compendium model

11. Identify value addition projects associated with the process task

11.a Start placing related templates/documentation/information for the process task into the Level 2 Addendum folders based on the categorization of the compendium model

12. Consolidate the Quick References / Ready reckoners for the process tasks associated with a business process and create a single composite highlight of the same in the Level 1 Quick Reference folder of the compendium model



NSSR-RS

NOTES



NSSR-RS

NOTES



NSSR-RS

NOTES



NSSR-RS

NOTES



NSSR-RS

NOTES



NSSR-RS GEARING UP

