



Objectives

Welcome to the PML module on Process Definition. This is a key step on the way to business improvement and Six Sigma.

At the end of this lesson you will be able to:

- explain why processes need improving
- outline what is meant by Process Definition
- identify the components of a process
- describe the uses of flowcharts and SIPOC

This lesson should take you about twenty minutes.

Click **Next** to continue.

