

**Baldrige Glossary HD: Process****Process**

The term “*process*” refers to linked activities with the [purpose](#) of [producing](#) a product or service for a [customer](#) (user) within or outside the organization. Generally, [processes](#) involve combinations of people, machines, tools, techniques, materials, and improvements in a defined series of steps or actions. [Processes](#) rarely operate in isolation and must be considered in relation to other [processes](#) that impact them. In some situations, [processes](#) might require adherence to a specific sequence of steps, with documentation (sometimes formal) of procedures and requirements, including well-defined [measurement](#) and control steps.

In many service situations, particularly when [customers](#) are directly involved in the service, [process](#) is used in a more general way (i.e., to spell out what must be done, possibly including a preferred or expected sequence). If a sequence is critical, the service needs to include information to help [customers](#) understand and follow the sequence. Such service [processes](#) also require guidance to the providers of those services on handling contingencies related to the possible actions or behaviors of those served.

In [knowledge](#) work, such as strategic planning, research, development, and [analysis](#), [process](#) does not necessarily imply formal sequences of steps. Rather, [process](#) implies general understandings regarding competent [performance](#), such as timing, options to be included, evaluation, and reporting. Sequences might arise as part of these understandings.

In the [Baldrige Scoring System](#), your [process](#) achievement [level](#) is assessed. This achievement [level](#) is based on four factors that can be evaluated for each of an organization’s key [processes](#): [Approach](#), [Deployment](#), [Learning](#), and [Integration](#). For further description, see the [Scoring System](#).

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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