

How to involve the employees in process thinking

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The new edition of the standards ISO 9001:15 and ISO 14001:15 presented a chance to improve awareness about quality and environment in the processes by which we live and work in Energetika Ljubljana. Significant changes have occurred in the field of education and training, thinking about risks and opportunities and a comprehensive recording of processes through IT support. A vivid picture of the interrelated processes is worth a thousand words. In order to stress the importance of leadership, we have included management and competent staff in the project of the processes approach at all levels of the company. The owners and those who care about processes have begun to document of all relevant information into the tasks of processes, and in doing so they think about the content and context, the results of their work, responsibilities, records, reference documents, links, risks and proposals for improvements.

At the workshops, the positive energy of those involved was present at all times. There was a lot of cooperation, sharing of knowledge, experiences and new perspectives. Together we have made a transparent, understandable, flexible and process oriented system, which is very challenging and creative work.

In the article there are presented some essential experiences of how we, with the support of the management staff, tried to transfer the requirements of standards into the custom made practice of the organization and how to include many employees at the same time.

We set a good base in the field of process architecture, which will be complemented by considering all future changes.