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MINUTES
SENATE AGRICULTURAL AFFAIRS COMMITTEE

DATE: Monday, July 02, 2018

TIME: 8:00 A.M.

PLACE: Room WW53

MEMBERS PRESENT: Chairman Rice, Vice Chairman Den Hartog, Senators Patrick, Bayer, Guthrie, Thayn, Harris, Foreman, Jordan

**ABSENT/
EXCUSED:** None

NOTE: The sign-in sheet, testimonies and other related materials will be retained with the minutes in the committee's office until the end of the session and will then be located on file with the minutes in the Legislative Services Library.

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Senator Rice
Chair

IT Support
Secretary

Glossary of Terms

- Alternative path** A path through a flowchart comprised of one or more optional tasks off the mandatory primary path; preceded by a decision diamond.
- Block diagram** An alternative format to a linear flowchart. Has multiple columns to account for the tasks of several people or departments. When completed, it shows how the output is passed back and forth among functions.
- Boundary, process** See *Process boundaries*.
- Characteristics** Attributes that are unique to a particular product or service. Human beings have the following characteristics: height, weight, girth, number of teeth, number of appendages, hair and eye color, foot size, gender, political affiliation, age, and so on. Generally speaking, we look for characteristics of products and services that are measurable.
- Consensus** Agreement, harmony, compromise. A group decision that all members agree to support, even though it may not totally reflect individual preferences. Consensus is possible when diverse points of view have been heard and examined thoroughly and openly.
- Customer** The person or persons who use your output—the next in line to receive it. Whether your customers are internal or external to your organization, they use your output as an input to their work process(es).
- Cycle time, total** The total amount of time required to complete the process, from boundary to boundary; one measure of productivity. The difference between total and theoretical cycle times represents the opportunity for improvement. (See *Theoretical cycle time*.)
- Decision diamond** A diamond-shaped figure in a flowchart that poses a question and signals either an alternative path or an inspection point.
- Do-over loop** A result of a failed inspection point, a do-over loop leads to an earlier step in the process. Steps must be repeated. Associated with scrap. (See *Rework loop*.)

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| <i>Input</i> | The materials, equipment, information, people, money, or environmental conditions that are needed to carry out the process. |
| <i>Inspection point</i> | A pass/fail decision, based on objective standards, to test an output in process. Signaled by a decision diamond with two or more paths leading from it. May lead to a rework loop (step) or to a do-over loop. |
| <i>Macro process</i> | Broad, far-ranging process that often crosses functional boundaries (for example, the communications process or the accounting process). Several to many members of the organization are required to accomplish the process. |
| <i>Mapping</i> | The activity of creating a detailed flowchart of a work process showing its inputs, tasks, and activities, in sequence. |
| <i>Micro process</i> | A narrow process made up of detailed steps and activities. Could be accomplished by a single person. |
| <i>Output</i> | The tangible product or intangible service that is created by the process; that which is handed off to the customer. |
| <i>Parallel process</i> | A process executed by someone (or something) else that occurs simultaneously (concurrently) with the primary process. May or may not be part of the primary process. |
| <i>Primary process</i> | The basic steps or activities that will produce the output—the essentials, without the “nice-to-haves.” Everyone does these steps—no argument. |
| <i>Process</i> | A sequence of steps, tasks, or activities that converts inputs from suppliers to an output. A work process adds value to the inputs by changing them or using them to produce something new. |
| <i>Process map</i> | A graphic representation of a process, showing the sequence of tasks; uses a modified version of standard flowcharting symbols. |
| <i>Process boundaries</i> | The first and last steps of the process. Ask yourself, “What’s the first thing I/we do to start this process? What’s the last step?” The last step may be delivery of the output to the customer. |
| <i>Process owner</i> | The person who is responsible for the process and its output. The owner is the key decision maker and can allot organization resources to the process participants. He or she speaks for the process in the organization. That is, if someone says, “How come those California people aren’t selling enough equipment?” the process owner—probably a District Sales Manager on the West Coast—would have to come forward to answer. |
| <i>Process participants</i> | The people who actually do the steps of the process—as opposed to someone who is responsible for the process, such as the process owner/manager. For example, if you use subcontractors to produce the product, and you don’t do the work yourself, the subcontractor is the process participant. |

- Quality** Conformance to customer needs, wants, and expectations—whether expressed or unexpressed. Fitness for use.
- Requirements** What your customer needs, wants, and expects of your output. Customers generally express requirements around the characteristics of timeliness, quantity, fitness for use, ease of use, and perceptions of value.
- Rework loop** The result of a failed inspection point. A rework loop adds steps to the process and generally leads back to the inspection diamond. (See *Do-over loop*.)
- Stakeholder** A process stakeholder is someone who is not a supplier, customer, or process owner, but who has an interest in the process and stands to gain or lose based on the results of the process. Most processes have a number of stakeholders—such as senior managers from other departments or even government agencies.
- Subprocess** The smaller steps that comprise one process step; the next level of detail. Has all the same characteristics of a primary process, such as decision diamonds, parallel processes, or inspection points.
- Standard** Precise, measurable statement of an acceptable level, quantity, or other characteristic.
- Supplier** The people (functions or organizations) who supply the process with its necessary inputs.
- Theoretical cycle time** The sum of the times required to perform each step in the process. Does not account for hand-off or wait times. Theoretically, it is the shortest possible time to complete the process. The difference between total and theoretical cycle times represents the opportunity for improvement. (See *Total cycle time*.)
- Value-added step** A step that contributes to customer satisfaction. A customer would notice if it were eliminated.