

WORKSHEET

Lesson 3.1 QMS Planning

3Ps – Purpose, People, Process

The 3Ps can be used for high level objectives as well as any process-related goal. Below is an example of how to apply the 3Ps model for your QMS processes, ensuring that Purpose, People and Process are connected and provide continuous feedback loop to ensure your system effectiveness.

PROCESS NAME:

PURPOSE

What specific goal are you trying to achieve?

Why is this goal important? Think about your organisation's context

How does this align with your strategic objectives?

How will you measure success?

Do you have a process for communicating your goal?

PEOPLE

Who are the key individuals needed for this initiative?

Role 1:	Responsibility:
Role 2:	Responsibility:
Role 3:	Responsibility:

Current skills assessment

What skills are required:

What skills are available:

What training is needed:

Engagement check

Have all key people been consulted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do they understand their roles?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do they have the resources needed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

PROCESS

Current process status

Exists and documented?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Needs updating?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Needs to be created?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Process requirements

Key steps:

Decision points:

Resources needed:

Documentation required:

Implementation checklist

- Process documented
- People trained
- Resources allocated
- Testing completed
- Feedback mechanism established
- Performance metrics defined

Action plan

1. Immediate actions:

2. Timeline:

Start date

Key milestones

Review date

3. Success metrics:

Review and feedback

Date of review:

What's working well?

What needs improvement?

Next steps

Implementation Roadmap – Cheat sheet

Step 1: Purpose & Definition

- Define and gain clarity on purpose. How does it fit into your overall objectives?
- Define specific, measurable objectives
- Establish success criteria
- Create communication strategy

Step 2: Engage the People

- Map stakeholder roles and responsibilities
- Develop training plans
- Build ownership through involvement
- Communicate often

Step 3: Process Development

- Document workflow and procedures
- Create supporting materials
- Establish control measures
- Define performance metrics

Step 4: Implementation

- Execute training programs
- Deploy processes systematically
- Monitor early adoption
- Gather initial feedback

Step 5: Test, adjust and expand

- Assess performance against metrics
- Gather stakeholder feedback
- Identify improvement opportunities
- Implement refinements
- Move on to other processes