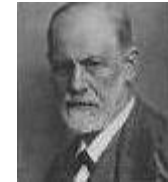


Ford Motor Corporation Automobile Sales and Service Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



Quick Summary



Dr. Barry E. Jacobs
barry.e.jacobs@comcast.net

The Bottom Line:

We believe that to truly understand one's universe, one must see it thru multiple “eyes” and also have tools to “communicate” these views.

To do this, we propose editable and cost-saving process documentation “plays” for process developers and participants to help them quickly and effectively learn, integrate, test, teach, and work together.

These “plays” may be added to new or existing systems.

Plays describe subprocess execution.

Play - Mozilla Firefox

file:///E:/Others/automobiles/honda/library/Integration/PRSS/Planning/Play.html

3. Demonstrating Automobiles

-Demonstrating Automobiles-

- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer](#)
- [Business Manager](#)
- [Automobiles Designers](#)
- [Automobiles Designs Reviewers](#)
- [Automobiles Builders](#)
- [Automobiles Builds Reviewers](#)
- [Automobiles Testers](#)
- [Automobiles Tests Reviewers:](#)
 - [Demonstrating Automobiles](#)

4. Contracting Automobiles

-Develop Contract-

- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer:](#)
 - [Develop Contract](#)

-Review Contract-

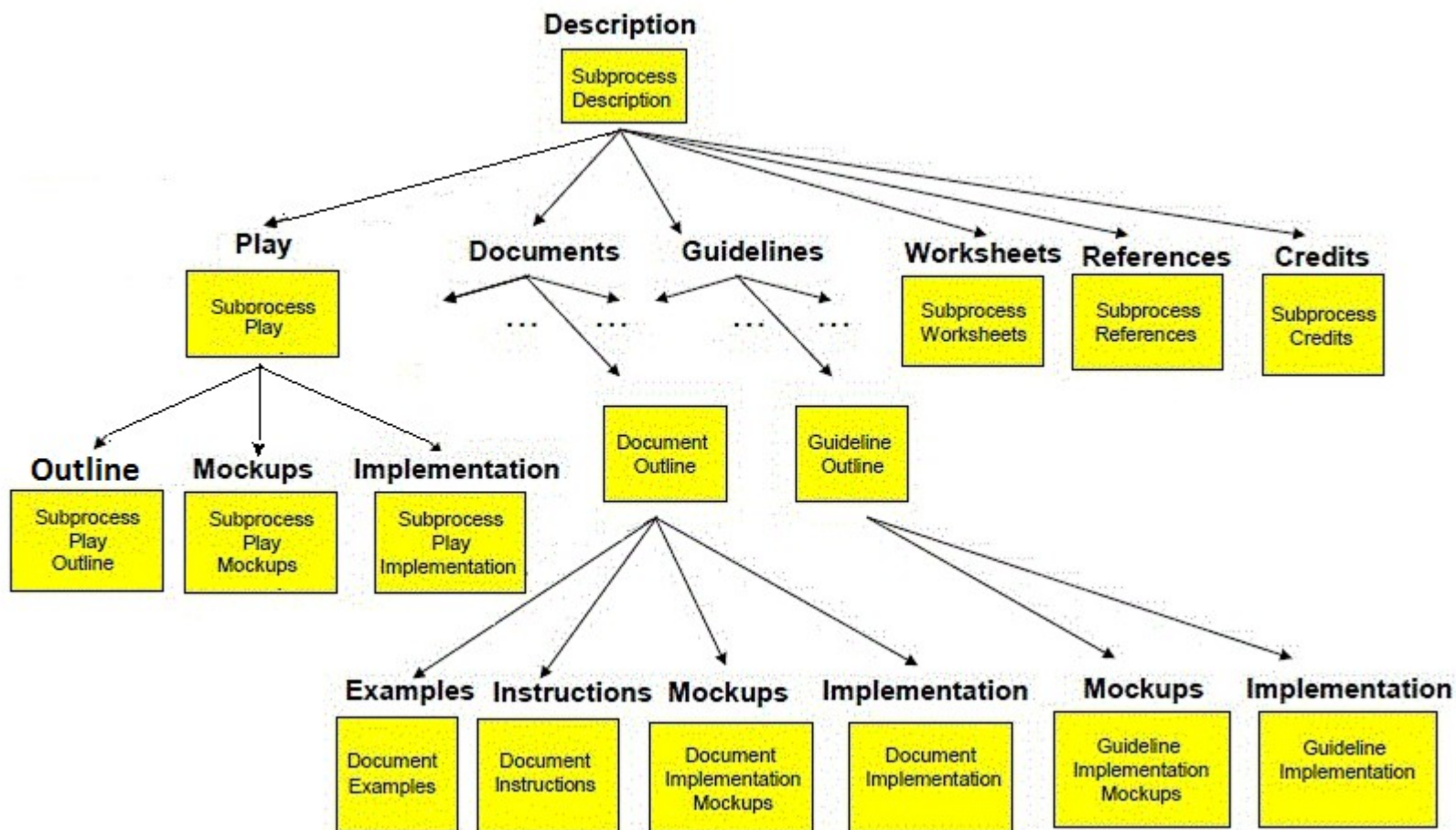
- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Benefits:

- Facilitates the collection of system and organizational requirements,**
- Does not anger/upset people whose opinions are heard,**
and
- Increases the interaction between managers, process developers, and participants.**

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates intra- and inter-organization communication.



All the world's a stage ...

Jaques:

**All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.**

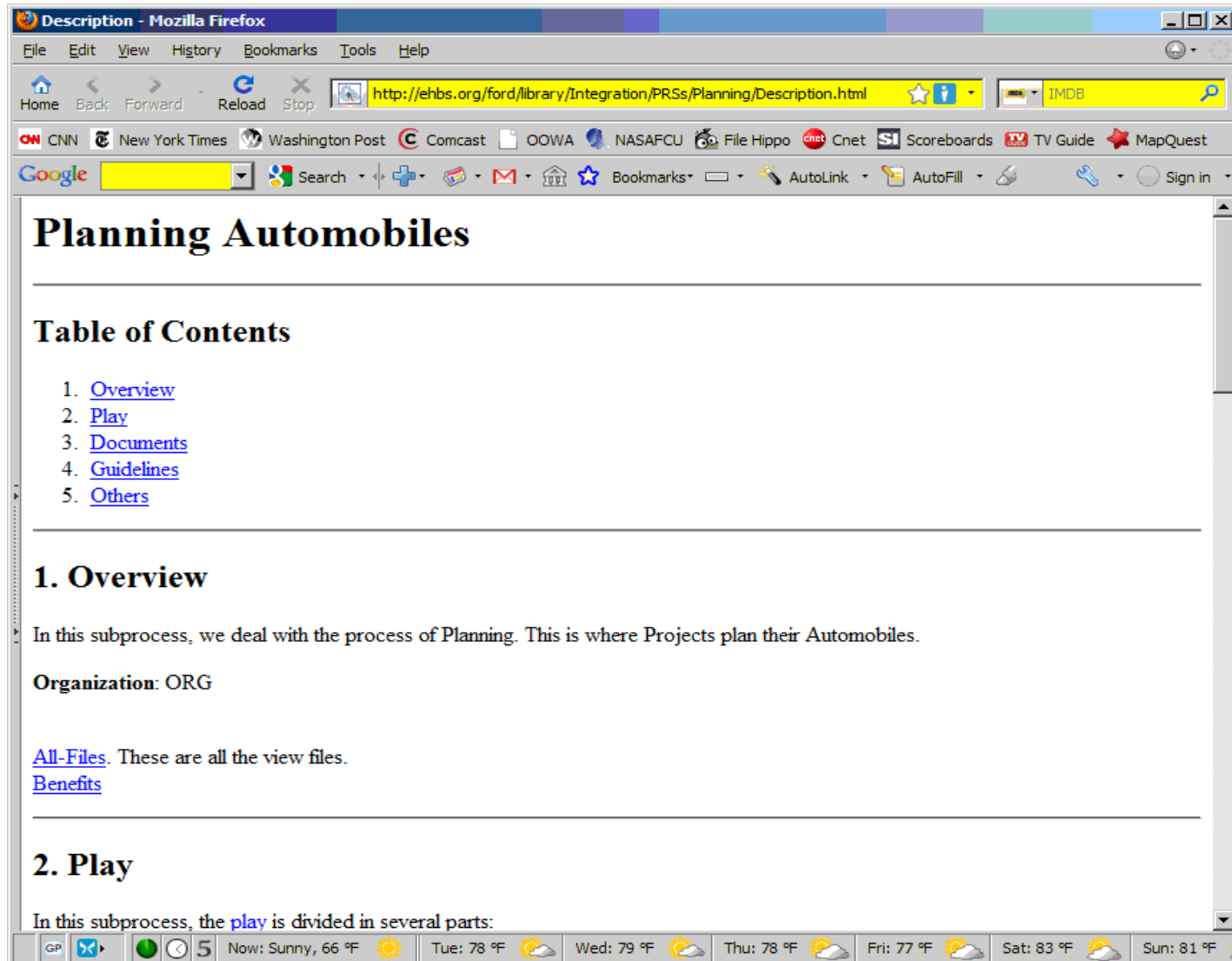
William Shakespeare

As You Like It, Act 2, Scene 7.

The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Descriptions summarize subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/ford/library/Integration/PRs/Planning/Description.html>. The page content includes a main heading, a table of contents, and the beginning of a section on planning automobiles.

Planning Automobiles

Table of Contents

- [1. Overview](#)
- [2. Play](#)
- [3. Documents](#)
- [4. Guidelines](#)
- [5. Others](#)

1. Overview

In this subprocess, we deal with the process of Planning. This is where Projects plan their Automobiles.

Organization: ORG

[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

In this subprocess, the [play](#) is divided in several parts:

The browser's taskbar at the bottom shows the system clock as 5:00 and the date as Now: Sunny, 66 °F, with a forecast for the following days: Tue: 78 °F, Wed: 79 °F, Thu: 78 °F, Fri: 77 °F, Sat: 83 °F, and Sun: 81 °F.

Plays describe subprocess execution.

Play - Mozilla Firefox

file:///E:/Others/automobiles/honda/library/Integration/PRSS/Planning/Play.html

3. Demonstrating Automobiles

-Demonstrating Automobiles-

- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
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- [Automobiles Designers](#)
- [Automobiles Designs Reviewers](#)
- [Automobiles Builders](#)
- [Automobiles Builds Reviewers](#)
- [Automobiles Testers](#)
- [Automobiles Tests Reviewers:](#)
 - [Demonstrating Automobiles](#)

4. Contracting Automobiles

-Develop Contract-

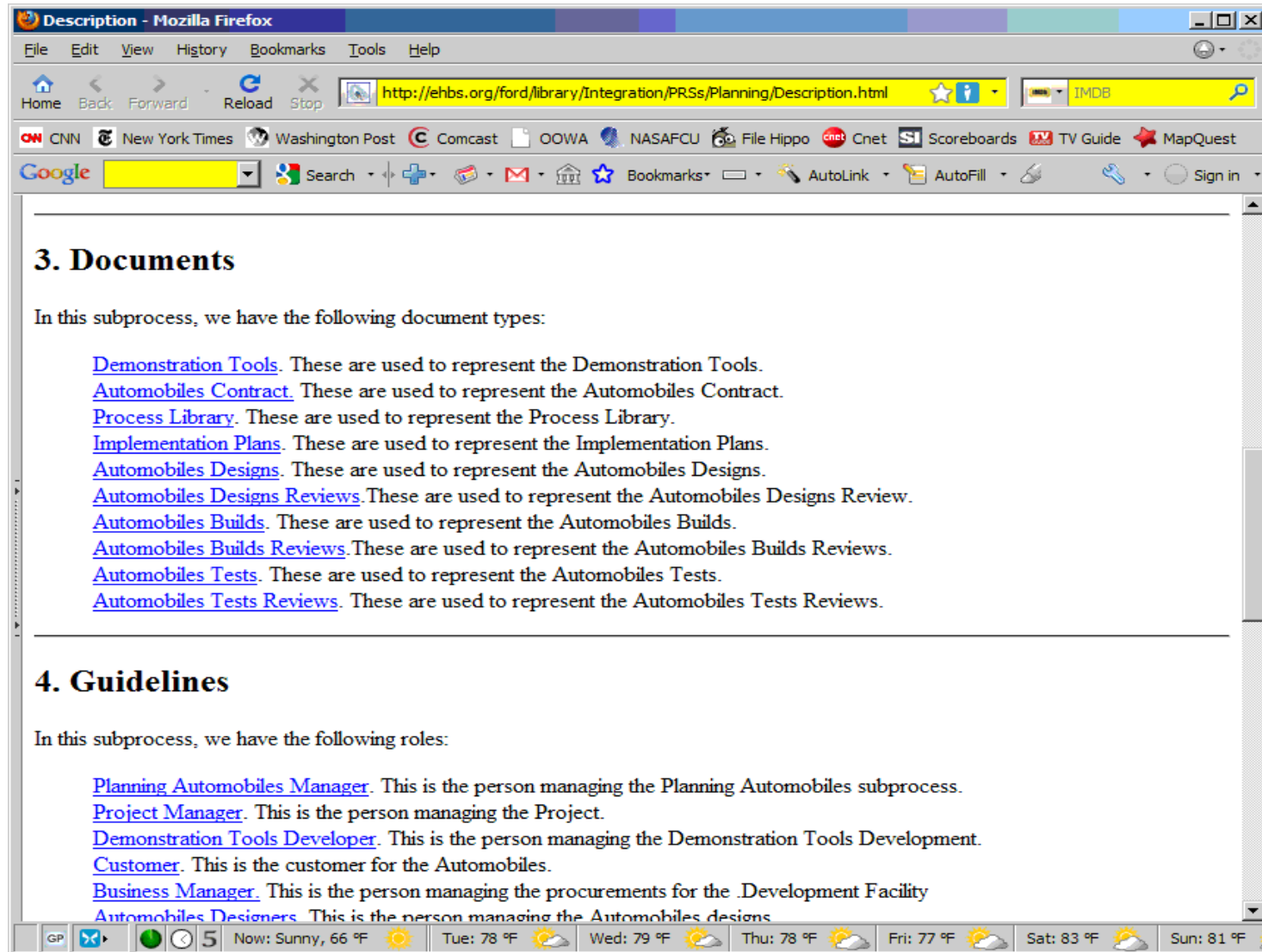
- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer:](#)
 - [Develop Contract](#)

-Review Contract-

- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Documents describe subprocess data.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/ford/library/Integration/PRSS/Planning/Description.html>. The page content is as follows:

3. Documents

In this subprocess, we have the following document types:

- [Demonstration Tools](#). These are used to represent the Demonstration Tools.
- [Automobiles Contract](#). These are used to represent the Automobiles Contract.
- [Process Library](#). These are used to represent the Process Library.
- [Implementation Plans](#). These are used to represent the Implementation Plans.
- [Automobiles Designs](#). These are used to represent the Automobiles Designs.
- [Automobiles Designs Reviews](#). These are used to represent the Automobiles Designs Review.
- [Automobiles Builds](#). These are used to represent the Automobiles Builds.
- [Automobiles Builds Reviews](#). These are used to represent the Automobiles Builds Reviews.
- [Automobiles Tests](#). These are used to represent the Automobiles Tests.
- [Automobiles Tests Reviews](#). These are used to represent the Automobiles Tests Reviews.

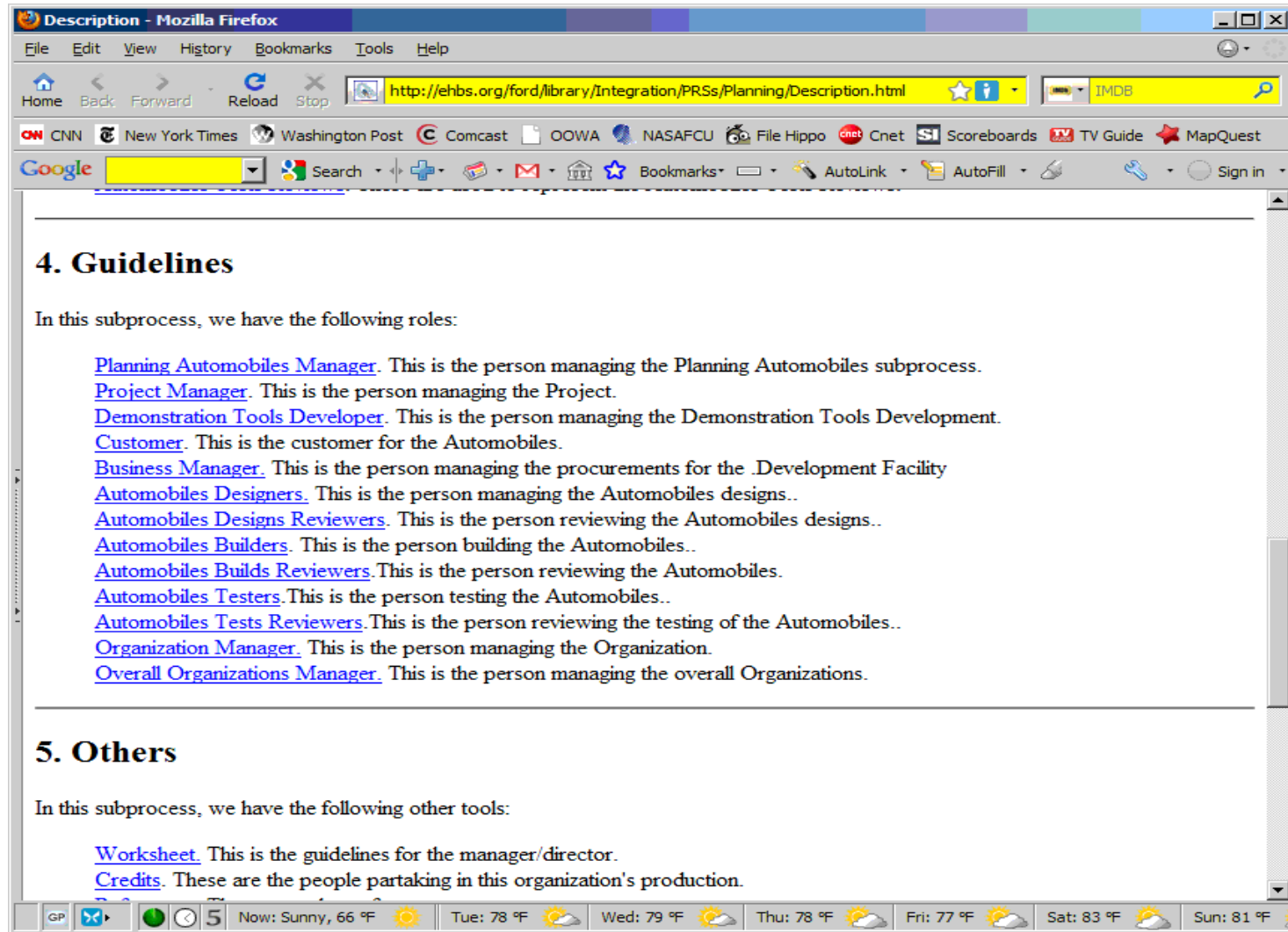
4. Guidelines

In this subprocess, we have the following roles:

- [Planning Automobiles Manager](#). This is the person managing the Planning Automobiles subprocess.
- [Project Manager](#). This is the person managing the Project.
- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the Automobiles.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Automobiles Designers](#). This is the person managing the Automobiles designs.

The browser's status bar at the bottom shows the current time as 5:05 and the weather for the week: Now: Sunny, 66 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F.

Guidelines describe user subprocesses.



The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://ehbs.org/ford/library/Integration/PRs/Planning/Description.html>. The page content is as follows:

4. Guidelines

In this subprocess, we have the following roles:

- [Planning Automobiles Manager](#). This is the person managing the Planning Automobiles subprocess.
- [Project Manager](#). This is the person managing the Project.
- [Demonstration Tools Developer](#). This is the person managing the Demonstration Tools Development.
- [Customer](#). This is the customer for the Automobiles.
- [Business Manager](#). This is the person managing the procurements for the .Development Facility
- [Automobiles Designers](#). This is the person managing the Automobiles designs..
- [Automobiles Designs Reviewers](#). This is the person reviewing the Automobiles designs..
- [Automobiles Builders](#). This is the person building the Automobiles..
- [Automobiles Builds Reviewers](#). This is the person reviewing the Automobiles.
- [Automobiles Testers](#). This is the person testing the Automobiles..
- [Automobiles Tests Reviewers](#). This is the person reviewing the testing of the Automobiles..
- [Organization Manager](#). This is the person managing the Organization.
- [Overall Organizations Manager](#). This is the person managing the overall Organizations.

5. Others

In this subprocess, we have the following other tools:

- [Worksheet](#). This is the guidelines for the manager/director.
- [Credits](#). These are the people partaking in this organization's production.

The browser's status bar at the bottom shows the current time as 5:00 and the weather for the week: Now: Sunny, 66 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F; Sat: 83 °F; Sun: 81 °F.

Subprocess Worksheets facilitate subprocess manager communication with process developers and participants.

Worksheet - Mozilla Firefox

file:///E:/Intro/summary/mock-ups/Worksheet.htm

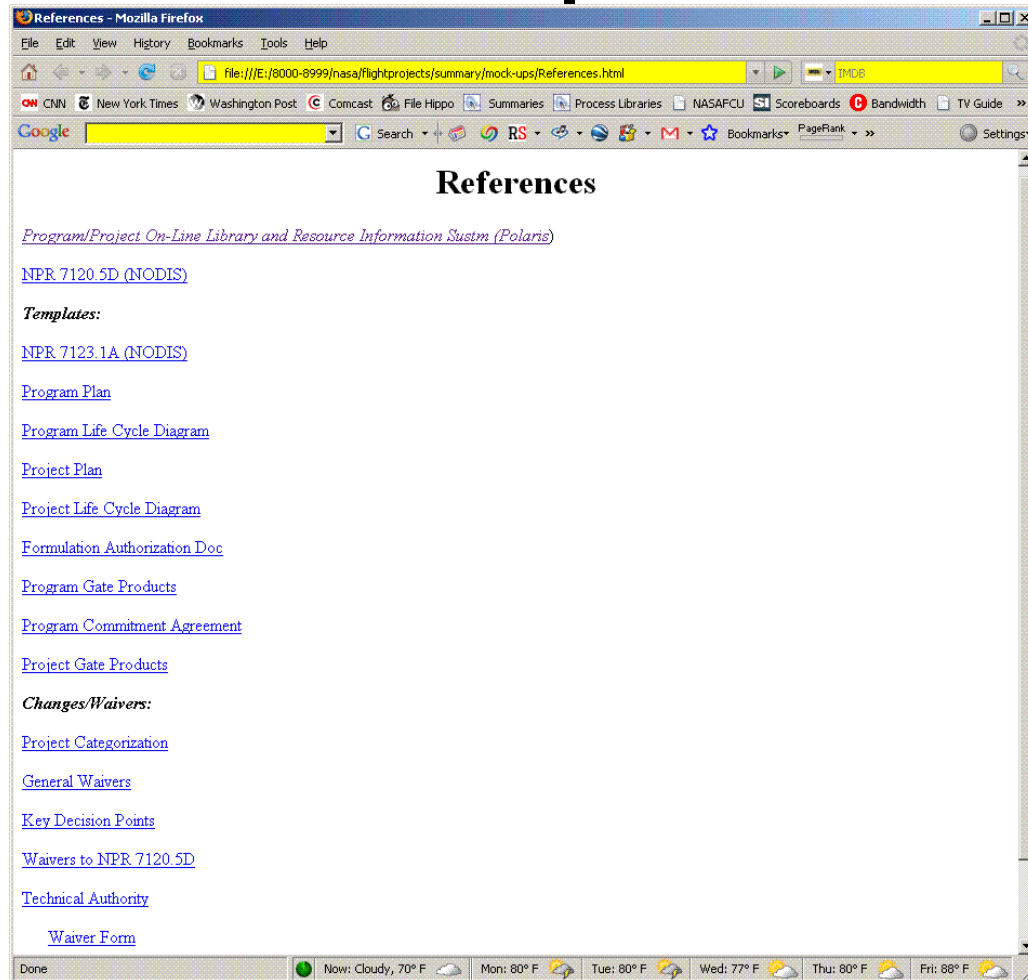
Subprocess Worksheet

Subprocess: Planning Automobiles
 In this subprocess, we deal with the planning of Automobiles .

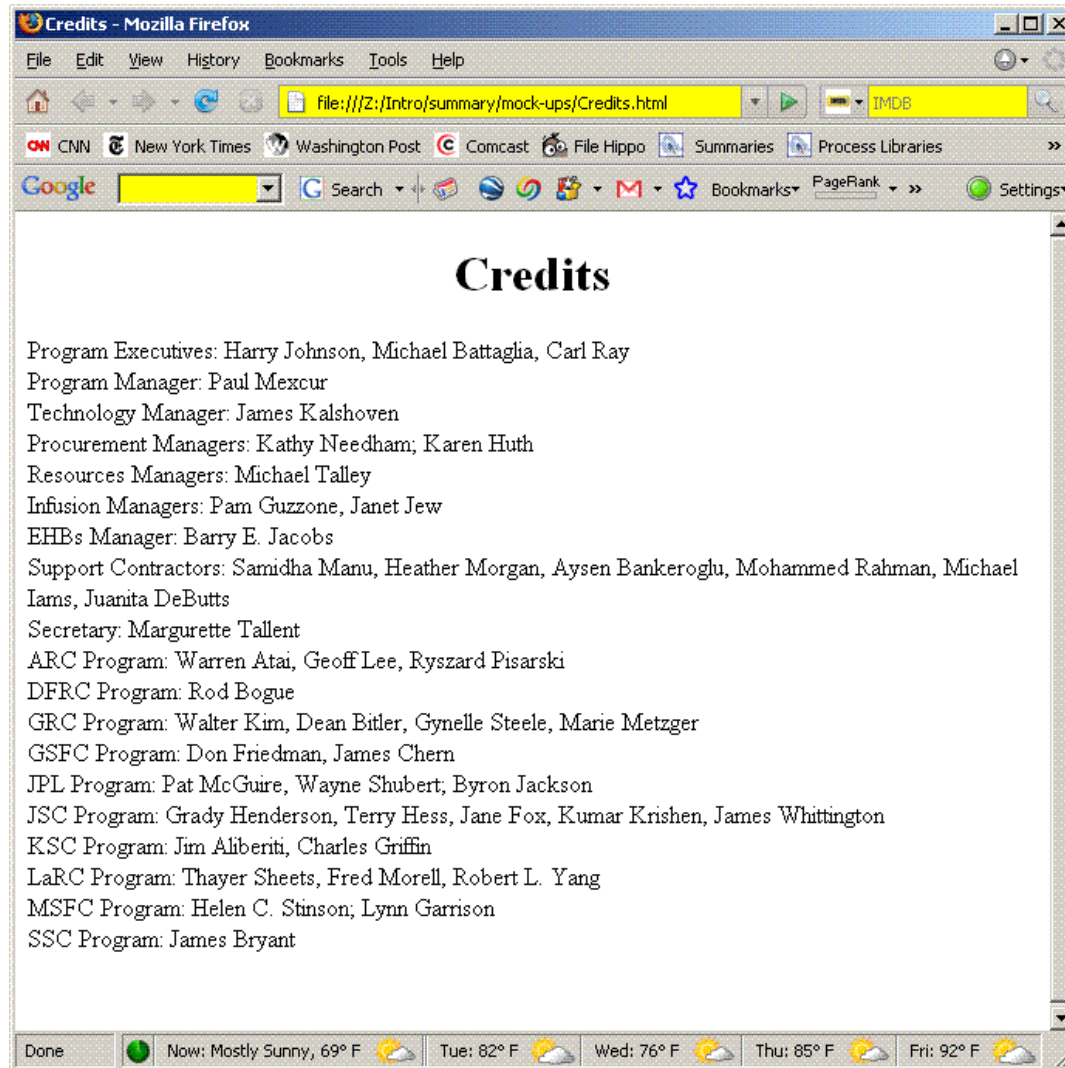
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	07/23/07	08/23/07	Document Library	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Critical Design Review (CDR)	The purpose of this task is to administer Critical Design Review (CDR)..	Task Lead, Subtask Lead, Subtask Member, Reviewer, Approval Official, Project Manager, Documents Manager	James Green	06/23/07	06/23/07	Critical Design Review (CDR)Documents	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Draft Project Requirements Document	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
Resource Analysis Office	The purpose of this task is to administer Resource	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James			Resource Analysis Office (RAO) Data Dump Documents	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034
						Project Plan	Instructions and Samples	James Green	06/23/07	07/23/07	Library: NS2034

Now: Sunny, 75° F Tue: 87° F Wed: 85° F Thu: 85° F Fri: 85° F Sat: 87° F Sun: 84° F

References list other related resources.



Credits acknowledge people's contributions.



Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

Tool	Process Developer	Process Participant
Descriptions:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Workbooks:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

Tools that can be focused on during stages- by stage.

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

Objective:

Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.

The screenshot shows a Mozilla Firefox browser window with the address bar displaying <http://lincoln.gsfc.nasa.gov/ford/whatare/process.htm>. The page content is organized into several sections, each with a yellow header:

- Automobiles** (Section Title)
- Product Realization Subprocesses**

Integrated Problems-Solutions Database	Planning Automobiles	Solicitation Development	Submission	Review & Demonstration	Negotiations and Sales	Servicing	Closeout	Post-Closeout
--	----------------------	--------------------------	------------	------------------------	------------------------	-----------	----------	---------------

(Potential Customers: Automobile Customers)
- Product Distribution Subprocesses**

Integrated Problems-Solutions Database	Planning Distributions	Distribution Facility Solicitation Development	Problem Submission	Problem Handling	Agreement Administration	Agreement Closeout	Post-Agreement Closeout
--	------------------------	--	--------------------	------------------	--------------------------	--------------------	-------------------------

(Potential Customers: Automobile Customers)
- Support Subprocesses**

Survey Management	Computer Systems Development and Evolution	Computer Systems Operations and Network Administration	Home Page Management	Education and Outreach Activities	Facilities Management	Security	Small Systems (Mac and PC) Support	Visualizations
-------------------	--	--	----------------------	-----------------------------------	-----------------------	----------	------------------------------------	----------------
- Improvement Subprocesses**

ISO 9001: 2000	CMMI- Staged	CMMI- Continuous
----------------	--------------	------------------
- Common Subprocesses**

Organization Subprocess Formulation	Organization Subprocess Implementation	Organization Subprocess Customer Support	Organization Subprocess Evaluation	Organization Subprocess Update	Organization Subprocess Closeout
-------------------------------------	--	--	------------------------------------	--------------------------------	----------------------------------

The browser's status bar at the bottom shows the system tray with a clock at 5:00 and a weather forecast for the week: Now: Sunny, 83 °F; Sat: 87 °F; Sun: 85 °F; Mon: 80 °F; Tue: 85 °F; Wed: 84 °F; Thu: 81 °F.

Organizations provide different views of the subprocesses, some of which may be proprietary.

The screenshot shows a Mozilla Firefox browser window with the following content:

- Product Realization Subprocesses Organizations**
 - New Autos Division
 - Used Autos Division
 - Fleets Division
 - Rentals Division
- Product Distribution Subprocesses Organizations**
 - New Autos Division
 - Used Autos Division
 - Fleets Division
 - Rentals Division
- Support Subprocesses Organizations**
 - Support Contractor A
 - Support Contractor B
 - Support Contractor C
- Improvement Subprocesses Organizations**
 - ISO 9001: 2000 Improvements Contractor
 - CMMI- Staged Improvements Contractor
 - CMMI- Continuous Improvements Contractor
- Common Subprocesses Organizations**
 - Support Contractor A

The browser's address bar shows the URL: <http://lincoln.gsfc.nasa.gov/ford/whatare/Organizations.htm>. The taskbar at the bottom includes a search bar with the text "Ford Motor Corporati...", a taskbar with various application icons, and a system tray with a weather forecast.

Organizations execute the eight “Play Development” stages.

- 1) summarizing (descriptions),**
- 2) playwriting (outlines),**
- 3) staging (mockups),**
- 4) dress rehearsal (implementations),**
- 5) performance (implementations),**
- 6) evaluations (implementations),**
- 7) revisions (outlines, mockups, implementations),**
- and**
- 8) closing.**

People in organizations provide different views of the subprocesses



**Subprocess
Documentor's
View**



**Subprocess Teacher's,
Manager's, Implementor's
and Participant's Views**

Organizations generate Subprocess Life-Cycle* Views

- Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)
- Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)
- Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach their subprocesses.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly improve, test, and teach using other organization's views.
- Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.
- Organization subprocess implementors want to quickly update, test, and teach tools that help facilitate execution of their subprocesses.
- Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.

* Also, called the "Universal Subprocess".

The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message"



Overview of how editable and cost-saving process documentation tools can solve problems.

Problem	Solution
<p>Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.</p>	<p>Editable process documentation tools can be tailored to each subprocess.</p>
<p>Organizations provide different views of the subprocesses.</p>	<p>Editable process documentation tools can be tailored to reflect different organization's views of the subprocess.</p>
<p>Organizations execute the eight "play development" stages.</p>	<p>Editable process documentation tools can be tailored to reflect the eight "play development" stages.</p>
<p>People in organizations provide different views of the subprocesses.</p>	<p>Editable process documentation tools can be tailored to communicate different people's views of the subprocess.</p>
<p>Organizations generate Subprocess Life-Cycle Views.</p>	<p>Editable process documentation tools can be tailored to reflect different Life-Cycle views of the subprocess.</p>
<p>The "Game of Telephone" Syndrome: Where People Pass-On Only Parts of the "Message".</p>	<p>Editable process documentation tools can be tailored to layer below different people's views of the subprocess.</p>

Solution: Process Libraries maintain organization's views of the subprocesses.

The screenshot shows a Mozilla Firefox browser window with the following details:

- Address bar: file:///E:/Others/automobiles/ford/summary/mock-ups/views.htm
- Page Title: Views
- Content: Total 11 Entries, Classification: Product Realization Subprocesses (T4-00-00-00), Subprocess: Planning Automobiles (T4-3-00-00)
- Table with 2 columns: View, Steps
- Table rows: New Autos Division, Used Autos Division, Fleets Division, Rentals Division

View	Steps
New Autos Division Lee, Geoff (geoff.lee@ford.com) Fetch	Update Copy Delete
Used Autos Division Bogue, Rodney (rod.bogue@ford.com) Fetch	Update Copy Delete
Fleets Division Kim, Walter S. (walter.s.kim@ford.com) Fetch	Update Copy Delete
Rentals Division Chern, Dr. E. James (Engmin.J.Chern@ford.com) Fetch	Update Copy Delete

Plays describe subprocess execution.

Play - Mozilla Firefox

File Edit View History Bookmarks Tools Help

file:///E:/Others/automobiles/honda/library/Integration/PRSS/Planning/Play.html

3. Demonstrating Automobiles

-Demonstrating Automobiles-

- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
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- [Automobiles Builds Reviewers](#)
- [Automobiles Testers](#)
- [Automobiles Tests Reviewers:](#)
- [Demonstrating Automobiles](#)

4. Contracting Automobiles

-Develop Contract-

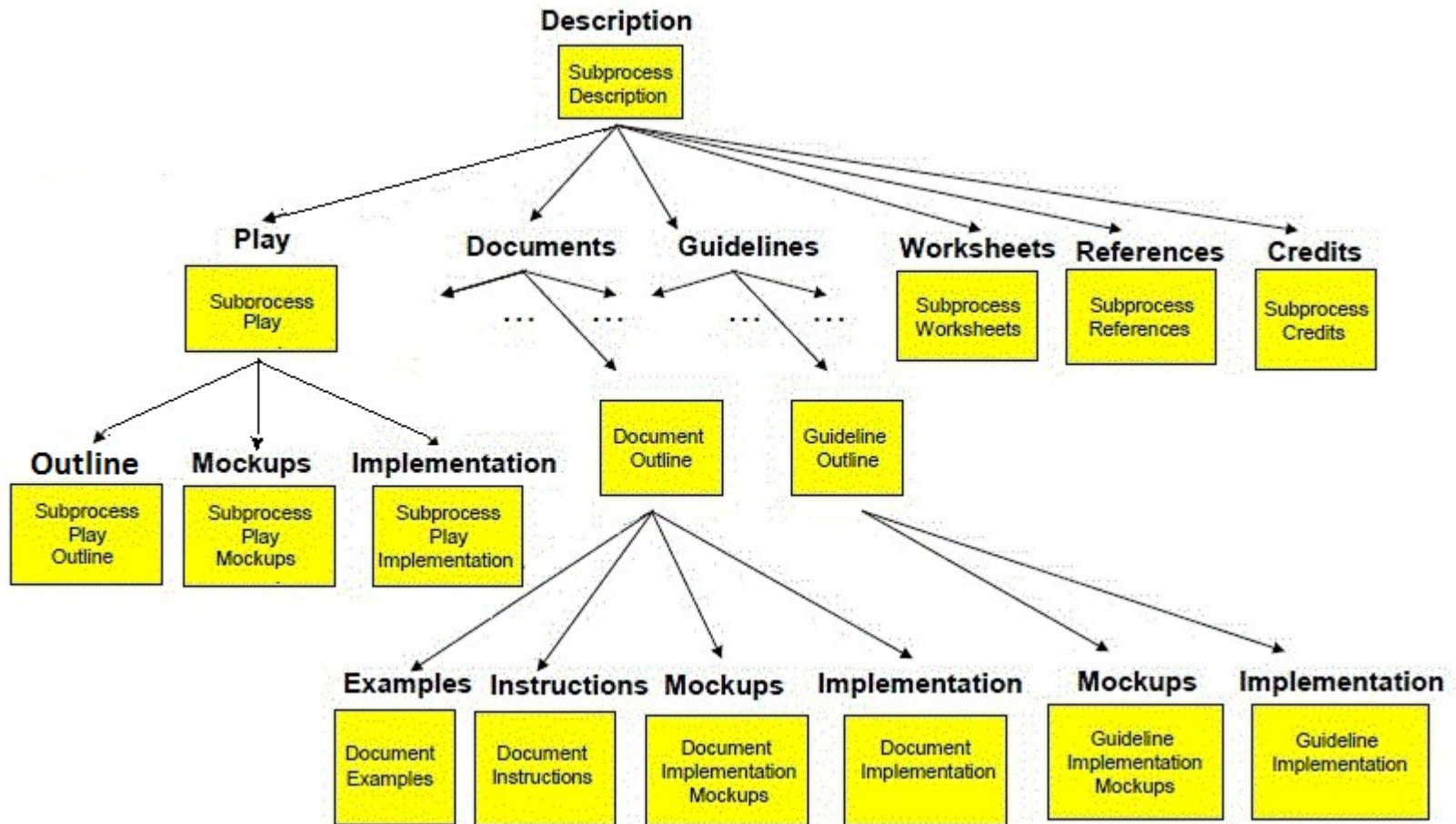
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- [Overall Organizations Manager](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)
- [Customer:](#)
- [Develop Contract](#)

-Review Contract-

- [Planning Automobiles Manager](#)
- [Organization Manager](#)
- [Overall Organizations Manager,](#)
- [Project Manager](#)
- [Demonstration Tools Developer](#)

Now: 54°F Tue: 58°F Wed: 63°F Thu: 61°F Fri: 62°F Sat: 66°F Sun: 65°F

Our basic approach is to wrap organization's subprocesses in a common envelope containing “communication vehicles” that facilitate intra- and inter-organization communication.



Tools that can be focused on during stages- by tool.

Tools To Focus On During Stages. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages1.html

Tools To Focus On During Stages- By Tool.

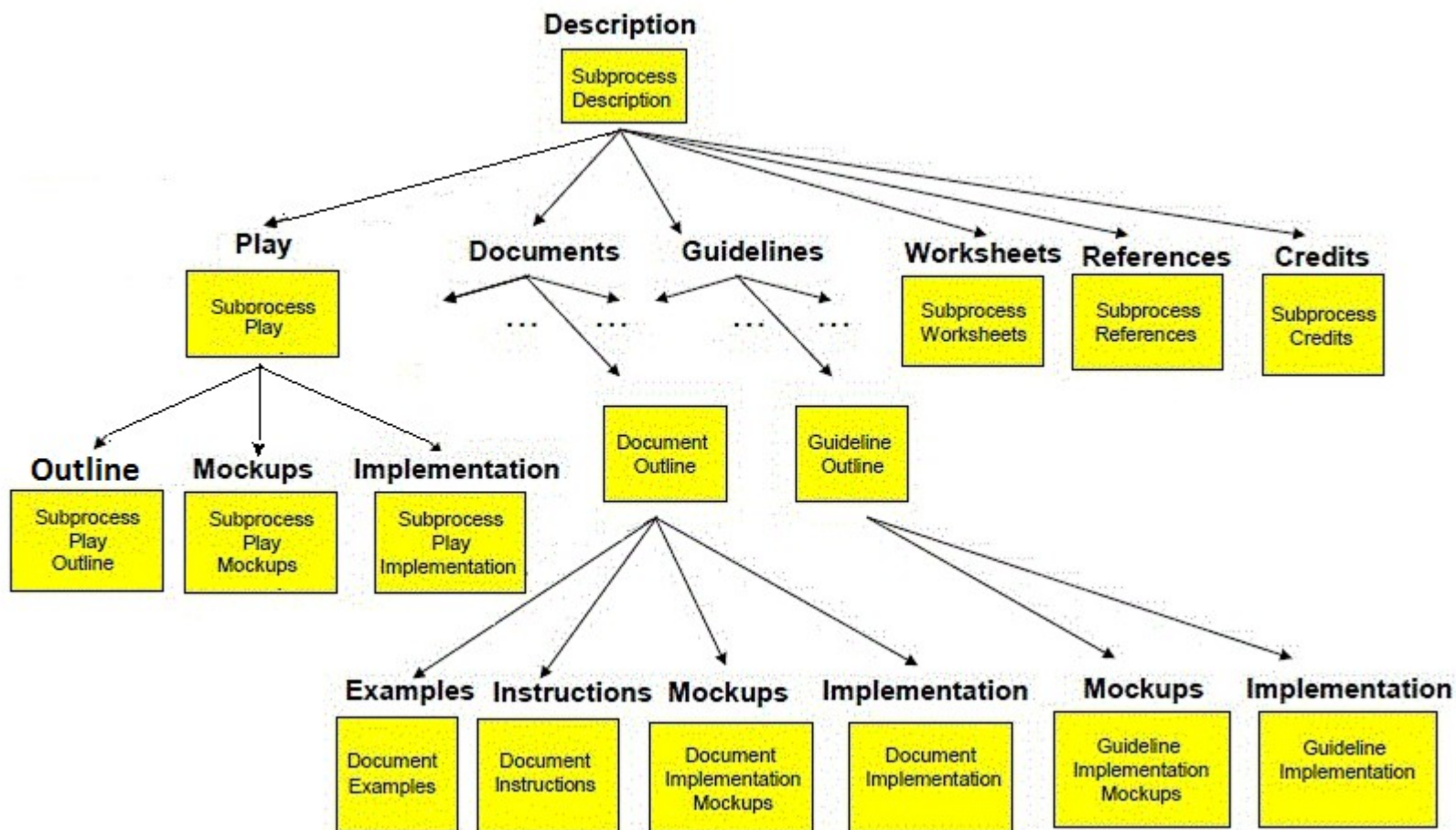
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Plays:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Documents:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Role Guidelines/EHBs:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Subprocesses Workbooks:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
References:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together
Credits:	Learn, Integrate, Test, Teach, Work Together	Learn, Integrate Documents Using Role Guidelines/EHBs, Test, Teach, Work Together

Tools that can be focused on during stages- by stage.

Tools To Focus On During Stages- By Stage.

Stage	Process Developer	Process Participant
Learn	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Integrate	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Documents Using Role Guidelines/EHBs.
Test	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Teach	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.
Work Together	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.	Descriptions, Plays, Documents, Role Guidelines/EHBs, Subprocess Worksheets, References, and Credits.

For each subprocess, an “Integration View” is the integration or combination of other subprocess views. An “Integration View” facilitates intra- and inter-organization communication.



Some EHBs Projects - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///z:/Intro/summary/mock-ups/Some%20EHBs%20Proje Go

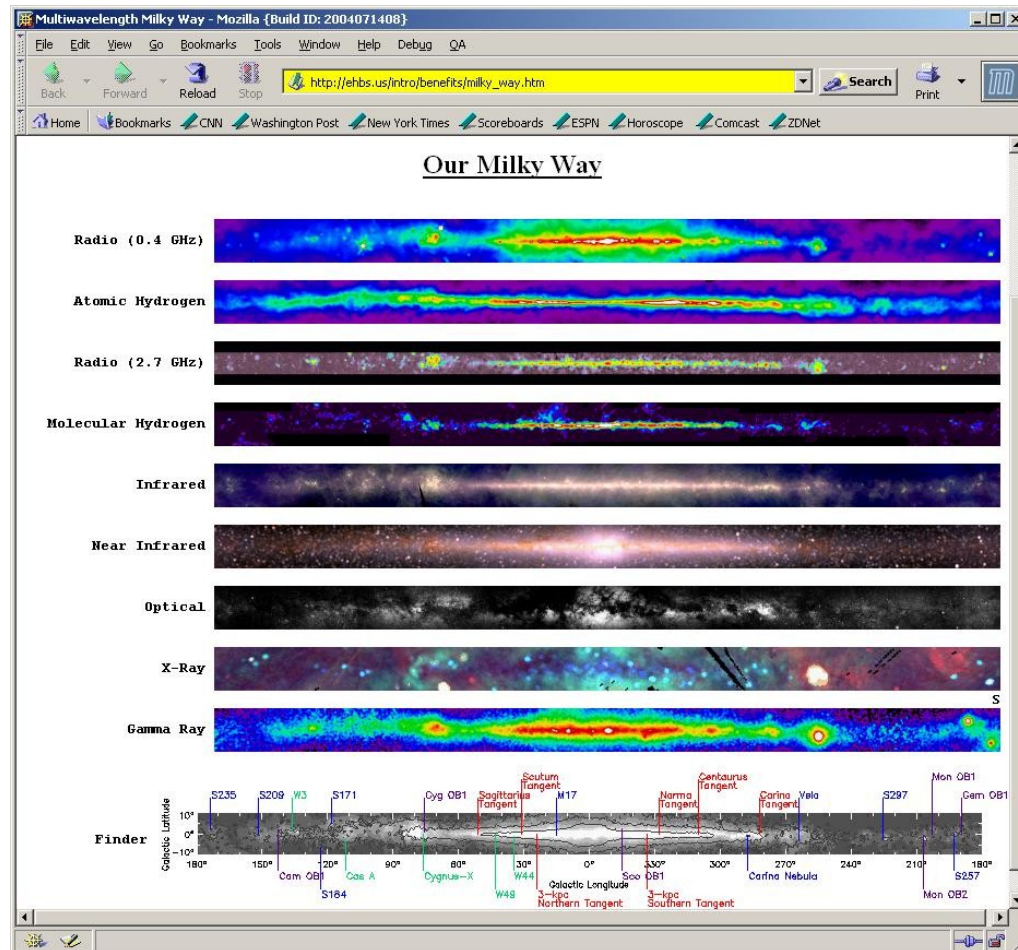
CNN Washington Post New York Times MapQuest: Home Comcast Scoreboards Horoscope Bandwidth Test >>

Some Applications

- [DOI's Screen Available and Exchange-Sales \(SAVES\)- Property](#)
- [DOJ's Bulletproof Vests Partnership Program \(BVP\)- Grants](#)
- [DOJ's Local Law Enforcement Block Grants \(LLEBG\) - Grants](#)
- [DOJ's Office of Justice Program IT Initiatives \(OJP IT\) - Grants](#)
- [DOJ's Southwest Border Patrol Initiative \(SWBPI\) - Grants](#)
- [Federal Emergency Management Administration \(FEMA\) - Grants](#)
- [FEMA's US Fire Administration \(USFA\)- Grants](#)
- [HHS's Health Services Resources Administration \(HRSA\) - Grants](#)
- [NASA's Earth Sciences Technology Office \(ESTO\)- Contracts](#)
- [NASA's Educational Program Data Collection and Evaluation Program \(EDCATs\) - Program Evaluations](#)
- [NASA's Small Business Innovation Research \(SBIR\)- Contracts](#)
- [USDA's Emergency Response Information System \(ERIS\) - Grants](#)
- [USDA's Integrated Item Tracking System-Reagents Ordering-Shipping System \(IITS-ROSS\) - Grants](#)
- [USDA's Karnal Bundt Information System \(KBIS\) - Grants](#)

Done

We believe that to truly understand one's universe, one must see it thru multiple “eyes” and also have tools to “communicate” these views.





Process Libraries (PLs) and Electronic Handbooks (EHBs) are where Shakespeare meets Freud.



- In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets as learning/management tools. Documentors serve as "playwrights". [Shakespearean]
- Organizations are represented as "families" having "multiple personalities". Subprocess "plays" and its "components" provide communication vehicles between members of the same family, different families, and families from different subprocesses. Documentors also serve as "family therapists". [Freudian]

All the world's a stage ...

Jaques:

**All the world's a stage,
And all the men and women merely players;
They have their exits and their entrances,
And one man in his time plays many parts,
His acts being seven ages.**

William Shakespeare

As You Like It, Act 2, Scene 7.

The approach uses a modernization of the Socratic Method or Dialogue to gain consensus between Teachers, Documentors, Managers, Implementors, and Participants.



Theatre of Dionysus- Athens, Greece





For More Details

File Edit View History Bookmarks Tools Help

EHBs Home Page x +

ehbs.us Search

Complex Process Management Using PLs and EHBs [Where Shakespeare Meets Freud]



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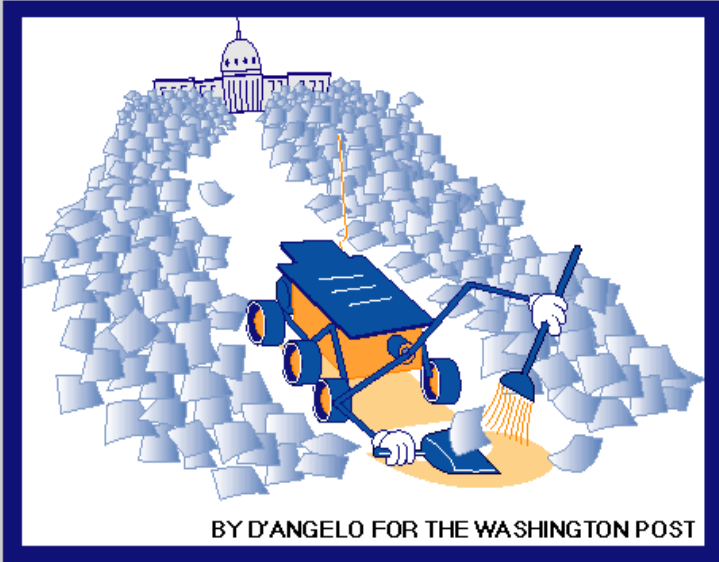
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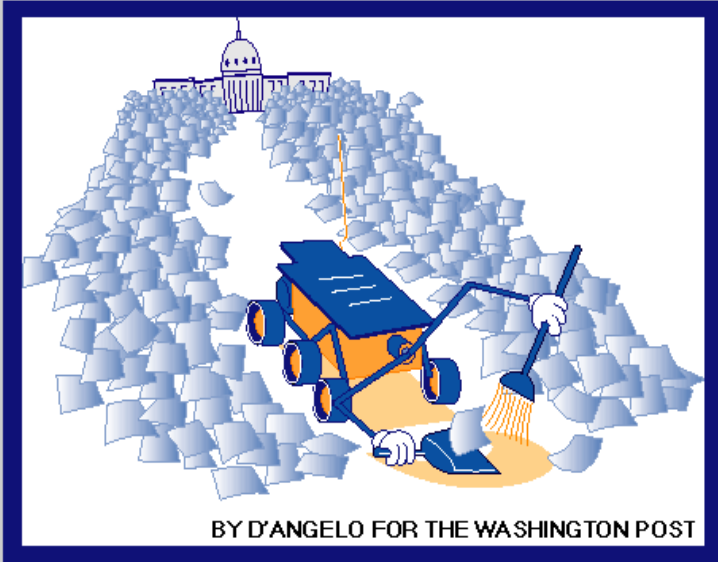
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Complex Process Management Using Process Libraries and Electronic Handbooks

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[\[Mini-Bio\]](#)

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