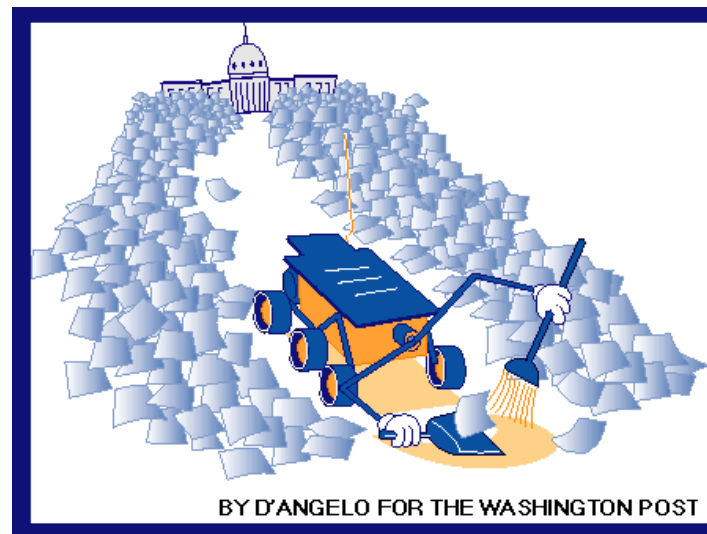


General Motors Corporation Automobile Sales and Service Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)



Demonstration



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

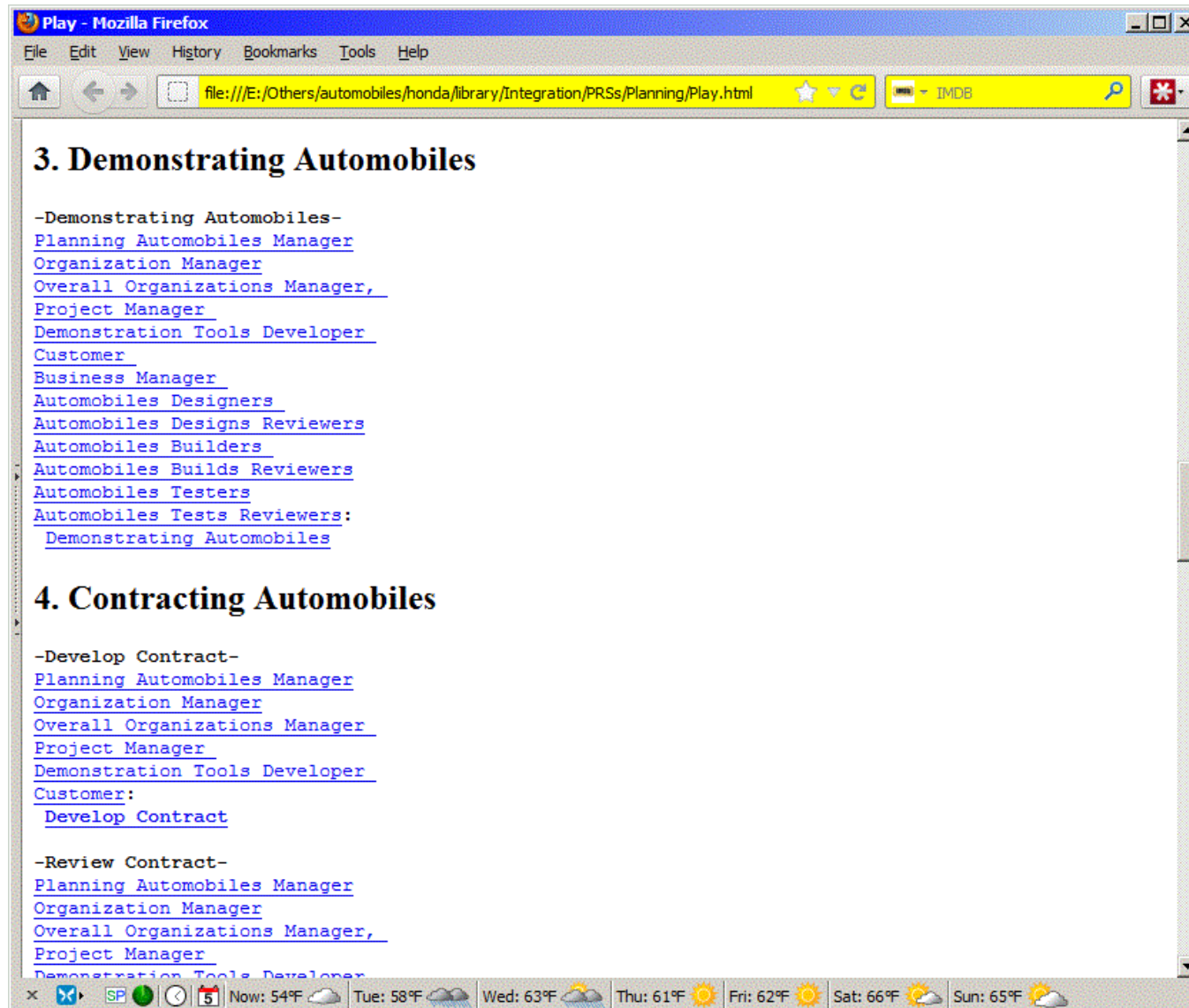
The Bottom Line:

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.

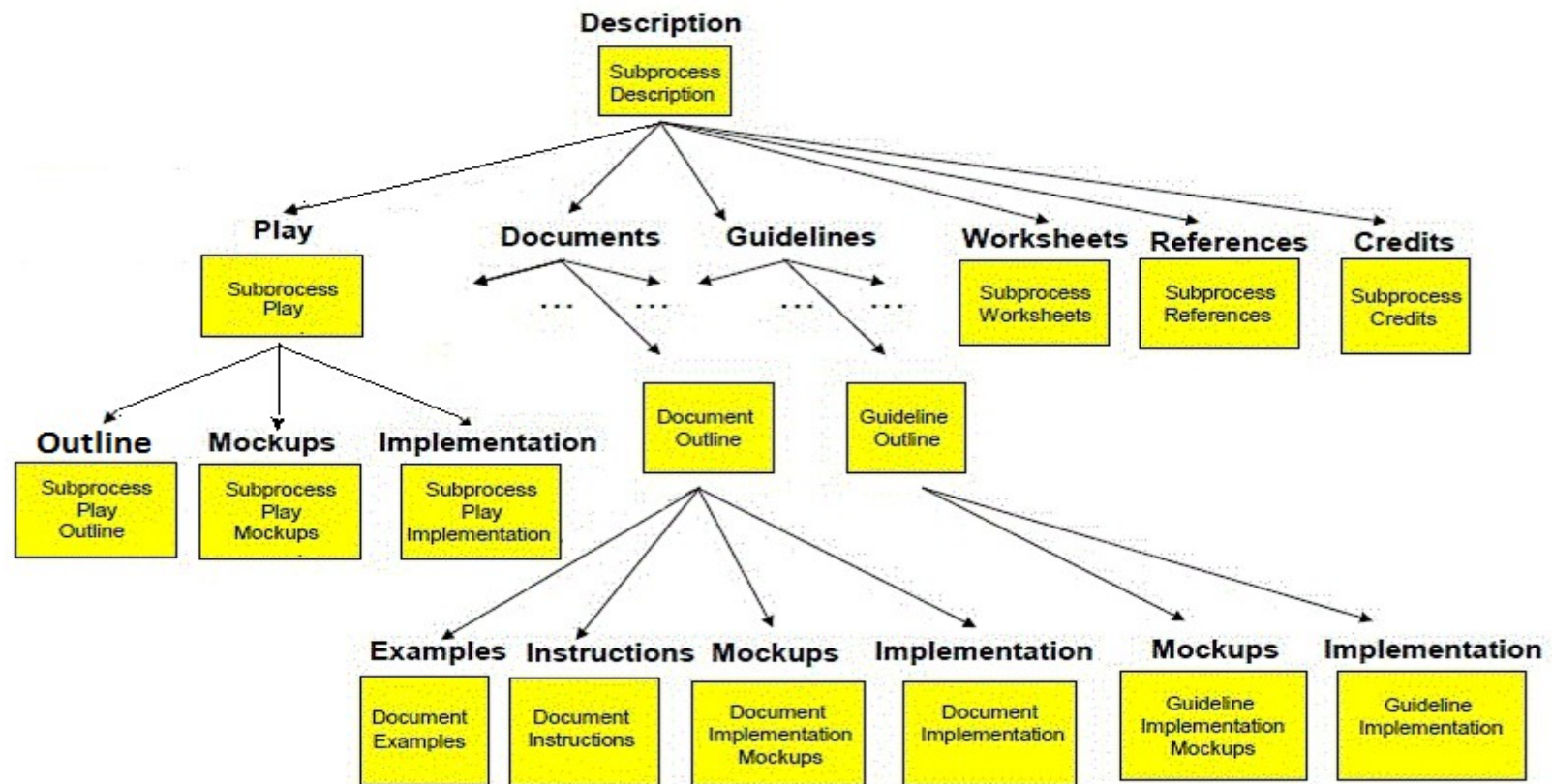
Plays describe subprocess execution.



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.**

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



Descriptions summarize subprocesses.

The screenshot shows a Mozilla Firefox browser window. The address bar displays the URL <http://ehbs.org/ford/library/Integration/PRSSs/Planning/Description.html>. The page content includes a title 'Planning Automobiles', a 'Table of Contents' with links to Overview, Play, Documents, Guidelines, and Others, and a section titled '1. Overview' which describes the planning subprocess and lists related files and benefits. The browser's status bar at the bottom shows the current date and time, along with a weather forecast for the next seven days.

Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/ford/library/Integration/PRSSs/Planning/Description.html> IMDB

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet Scoreboards TV Guide MapQuest

Google Search Bookmarks AutoLink AutoFill Sign in

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

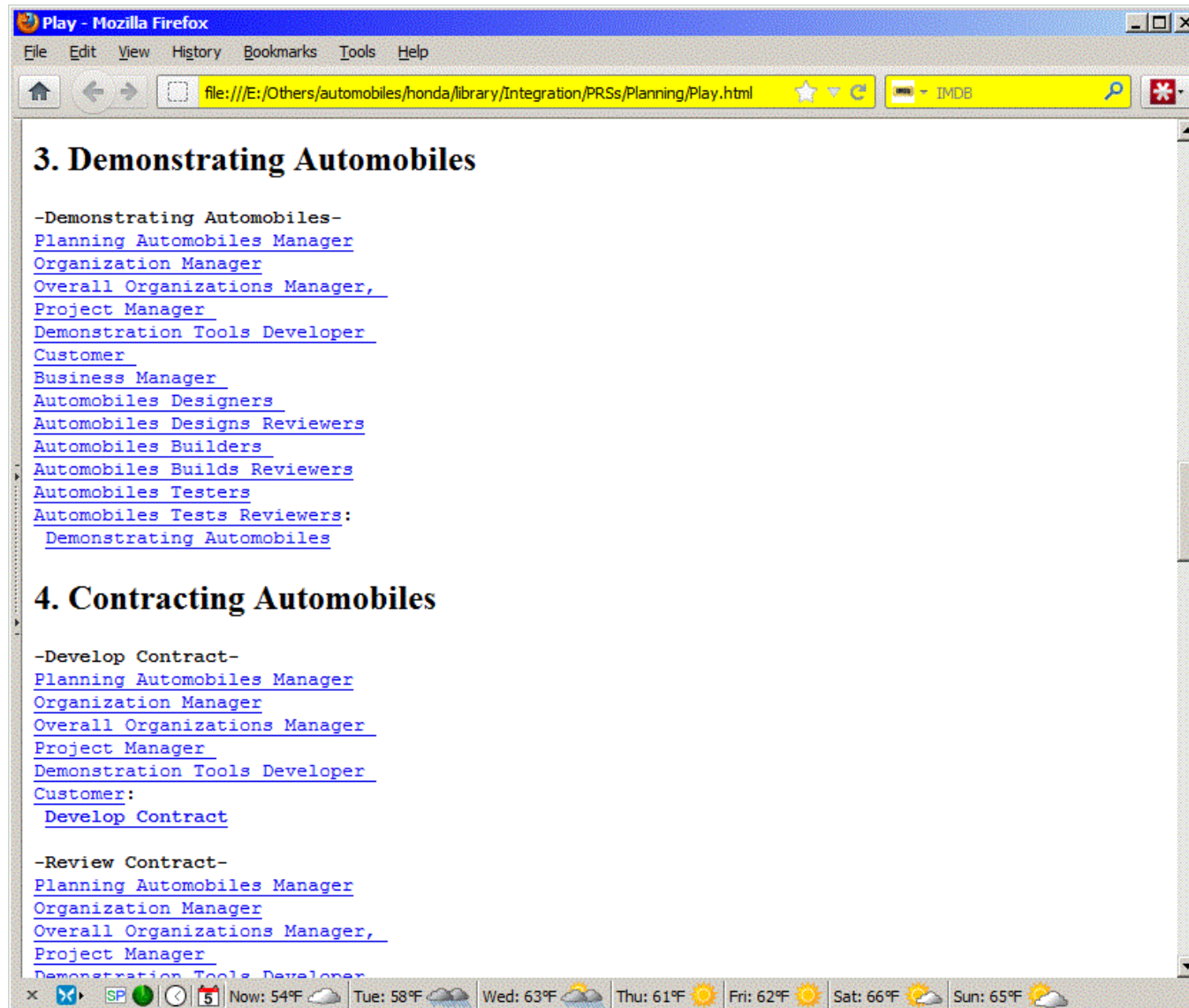
[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

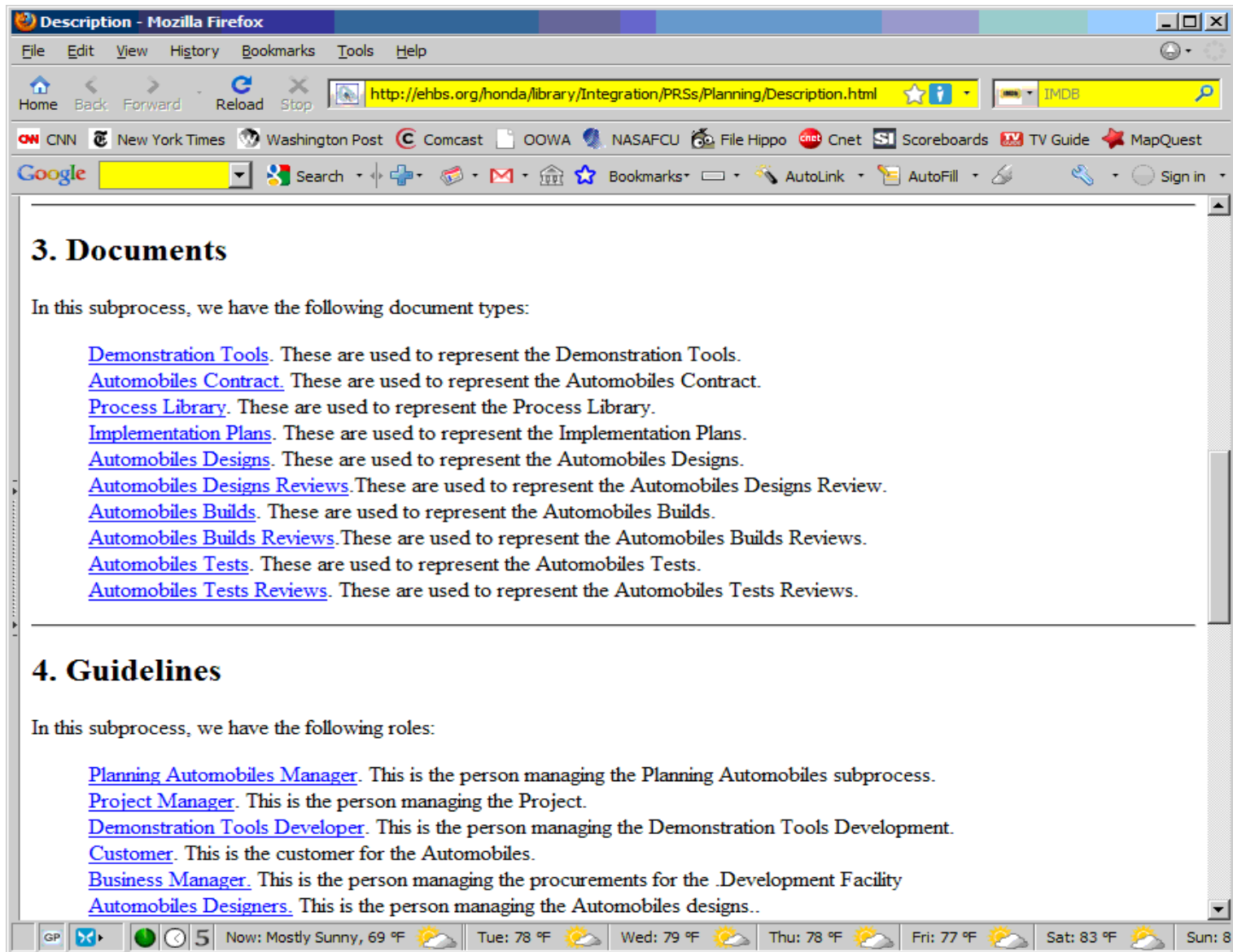
In this subprocess, the [play](#) is divided in several parts:

GP 5 Now: Sunny, 66 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 81 °F

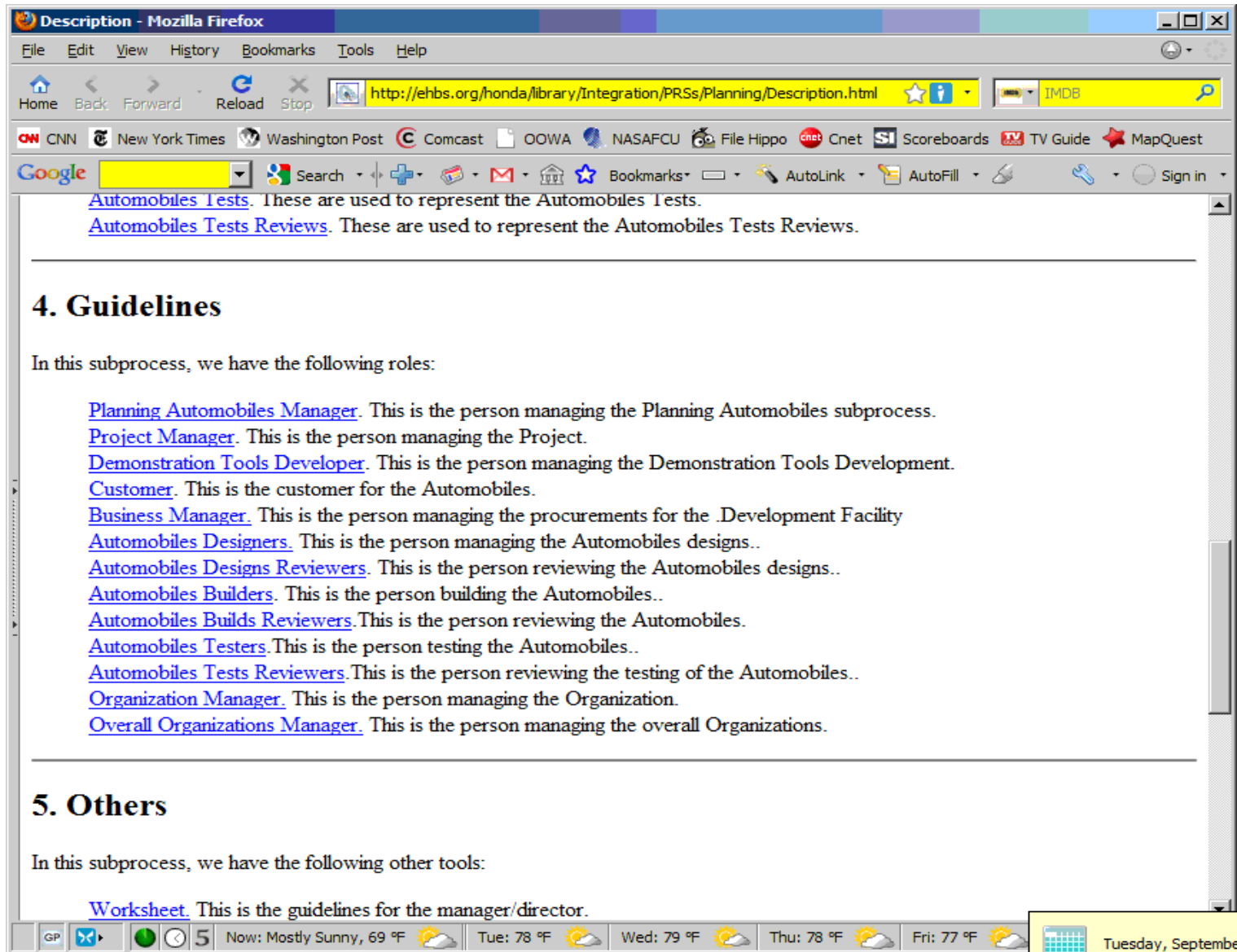
Plays describe subprocess execution.



Documents describe subprocess data.



Guidelines describe user subprocesses.



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

[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..
- [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.

The browser's status bar at the bottom shows the date as Tuesday, September 1, 2009, and the time as 5:00 PM. The system tray includes icons for GP, a green light, a clock, and weather forecasts for the next five days: Now: Mostly Sunny, 69 °F; Tue: 78 °F; Wed: 79 °F; Thu: 78 °F; Fri: 77 °F.

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

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

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

IMDB

Subprocess Worksheet

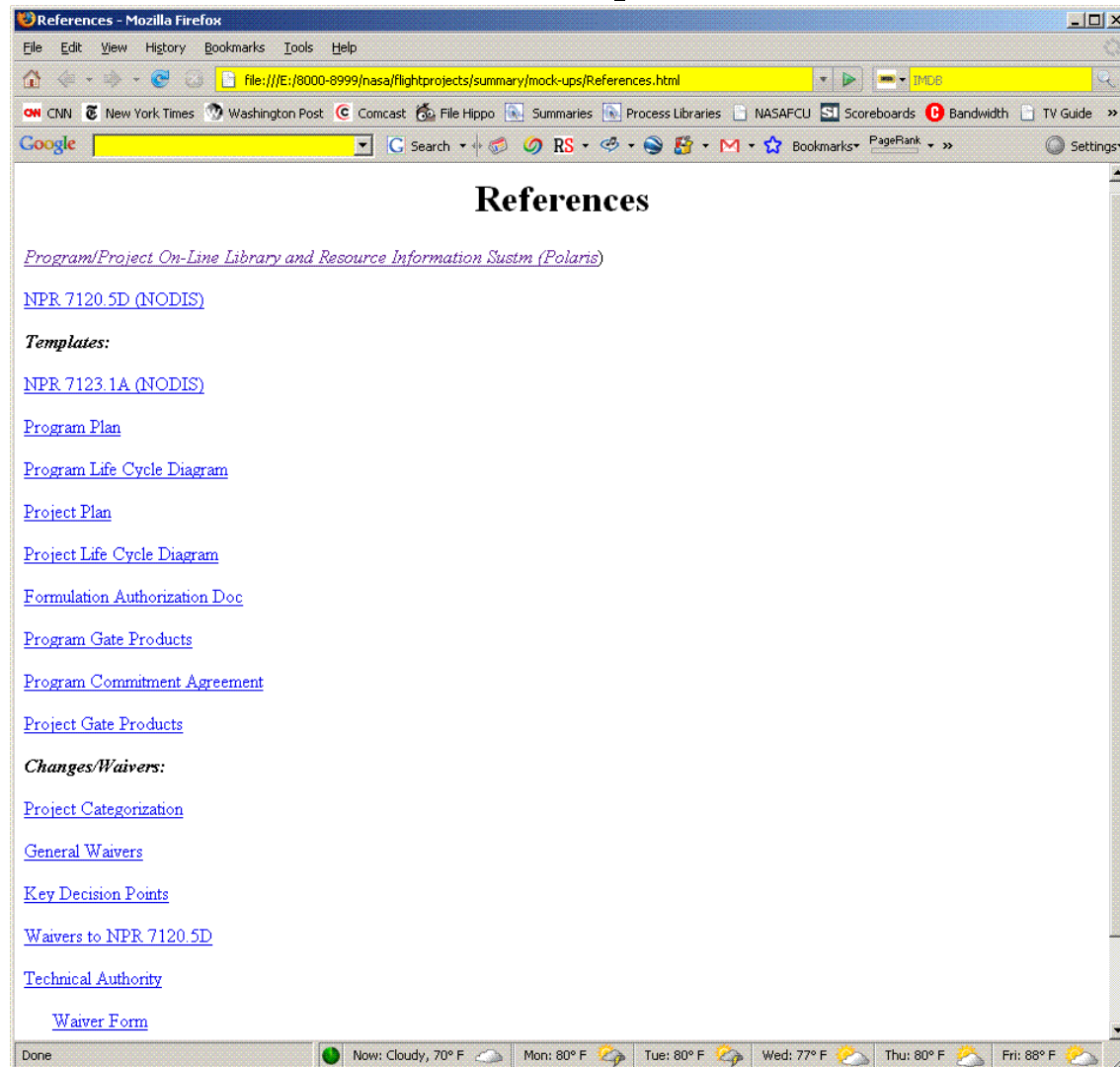
Subprocess: Planning Automobiles

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

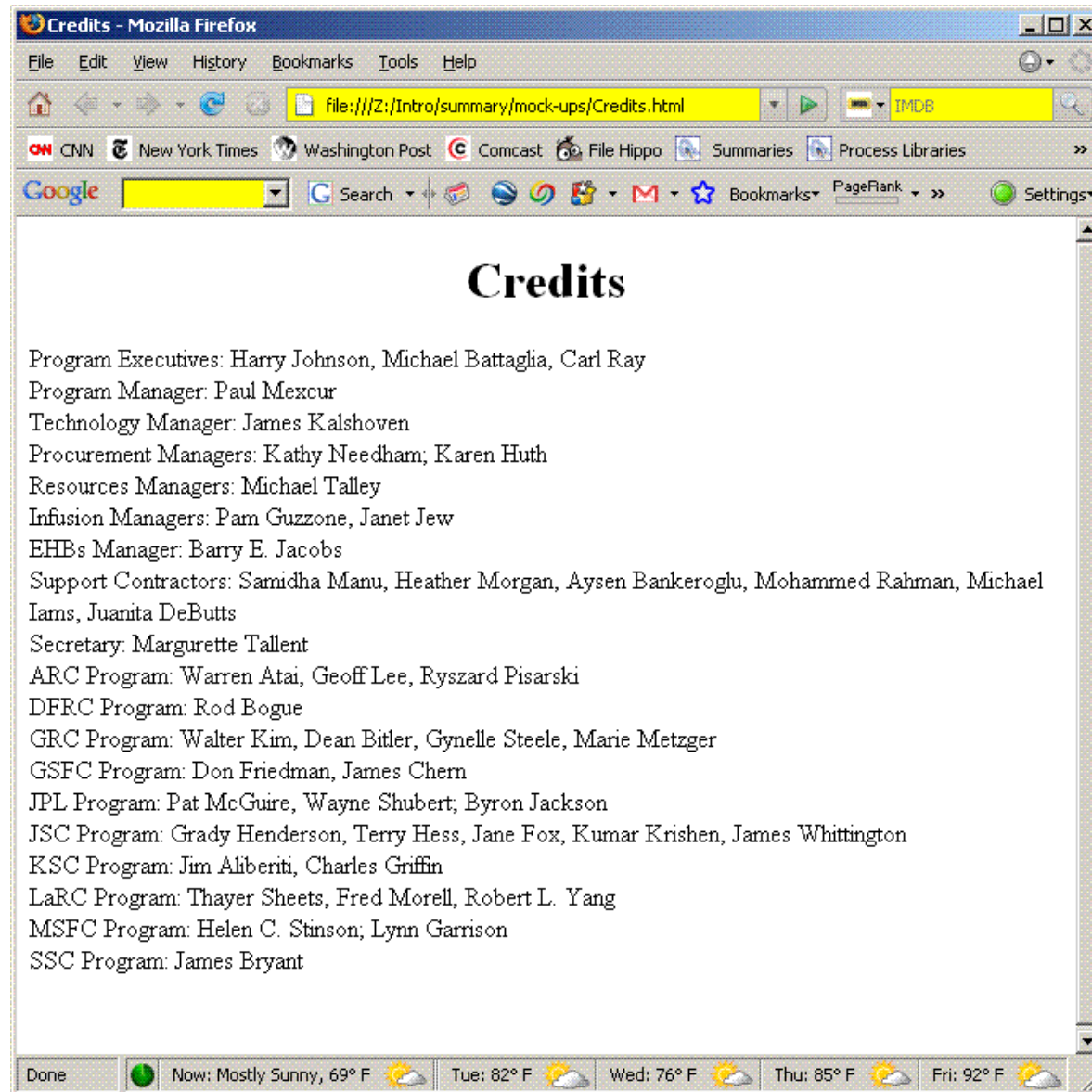
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	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 Analysis Office	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James Green			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

Do... 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

Google

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
Subprocess Worksheets	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. - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/stages2.html

Google

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.

Overview of General Motors Corporation Automobiles Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/automobiles/gm/plib/overview.html ★ IMDB

Overview of General Motors Corporation Automobiles Process Library

The objective of this tool is to help General Motors Corporation Automobiles Managers (and Staff) to *quickly learn* to build and manage Automobiles. We present our approach in five bullets.

- We focus on the documents that General Motors Corporation Automobiles Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the General Motors Corporation Automobiles Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Overview of General Motors Corporation Automobiles Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/automobiles/gm/plib/overview.html ★ IMDB

Overview of General Motors Corporation Automobiles Process Library

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Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Subprocesses - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Home Back Forward Reload Stop
http://lincoln.gsfc.nasa.gov/ford/whatare/process.htm
Webster

Automobiles

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

GP
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.

General Motors Corporation Automobile Sales and Service Organizations - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/automobiles/gm/plib/Organizations.htm

General Motors Corporation Automobile Sales and Service Organizations

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
Support Contractor A
Support Contractor C

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F

Organizations Execute The Eight "Play Development" Stages - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Organizations Execute The Eight "Pl... X +

ehbs.org/intro/summary/Eight-Stages.html Wikipedia (en)

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.

Silver Spring, MD 20902, USA: 95°F Sun: 92°F Mon: 88°F Tue: 88°F Wed: 88°F Thu: 90°F Fri: 88°F

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 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

ehbs.org/intro/summary/Important Human Factor Issues/

Google

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 - Mozilla Firefox

File Edit View History Bookmarks Tools Help

<http://ehbs.org/intro/summary/Telephone Game Syndrome.htm> ★ YouTube Feedback

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

Diagram illustrating the "Game of Telephone" Syndrome, showing a group of people (business professionals) standing in a line. Each person is connected to a speech bubble labeled "View", representing the message being passed on. The diagram shows how the message is distorted as it is passed from one person to the next, with the final person in the chain receiving a significantly altered version of the original message. Two rotary telephones are shown at the bottom of the diagram, symbolizing the communication channel.

× ★★★★★ [X] [Globe] [Clock] [Calendar] Silver Spring, MD 20902, USA: 54°F [Sun] Tue: 61°F [Sun] Wed: 58°F [Sun] Thu: 51°F [Sun] Fri: 47°F [Sun]

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

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

Overview of General Motors Corporation Automobiles Process Library

The objective of this tool is to help General Motors Corporation Automobiles Managers (and Staff) to *quickly learn* to build and manage Automobiles. We present our approach in five bullets.

- We focus on the documents that General Motors Corporation Automobiles Managers prepare. These documents appear within various subprocesses (e.g., [1](#)) and within multiple organizations (e.g., [2](#)).
- For each subprocess, we create a directory of documents for that subprocess. (e.g., [1](#), [2](#))
- For each document type, we create files to help prepare the document. These files include document overview, organization, related links, structure, references, organization samples, organization contacts, and *sample documents from other organizations*. (e.g., [1](#), [2](#))
- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the General Motors Corporation Automobiles Process Library see: [paper](#), [summary](#), and [other process libraries](#).

General Motors Corporation Automobiles Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://lincoln.gsfc.nasa.gov/gm/plib/> Webster

General Motors Corporation Automobiles Process Library

[Overview \(Demo\)](#)

[Integrated Problems-Solutions Database](#)

[Planning Automobiles](#)

[Solicitation Development](#)

[Submission](#)

[Review and Demonstration](#)

[Negotiation and Sales](#)

[Servicing](#)

[Closeout](#)

[Post-Closeout](#)

GP 5 Now: Sunny, 79 °F Sat: 87 °F Sun: 85 °F Mon: 80 °F Tue: 85 °F Wed: 84 °F Thu: 81 °F

Views - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

[file:///E:/Others/automobiles/ford/summary/mock-ups/views.htm](#)
GSpace Go

CNN Wash Post NY Times Horoscope Scoreboards NASAFCU Comcast Bandwidth File Hippo ZDNet

Google Search
PageRank ABC Check AutoLink Subscribe

Views

Total 11 Entries

Classification: **Product Realization Subprocesses** (T4-00-00-00)

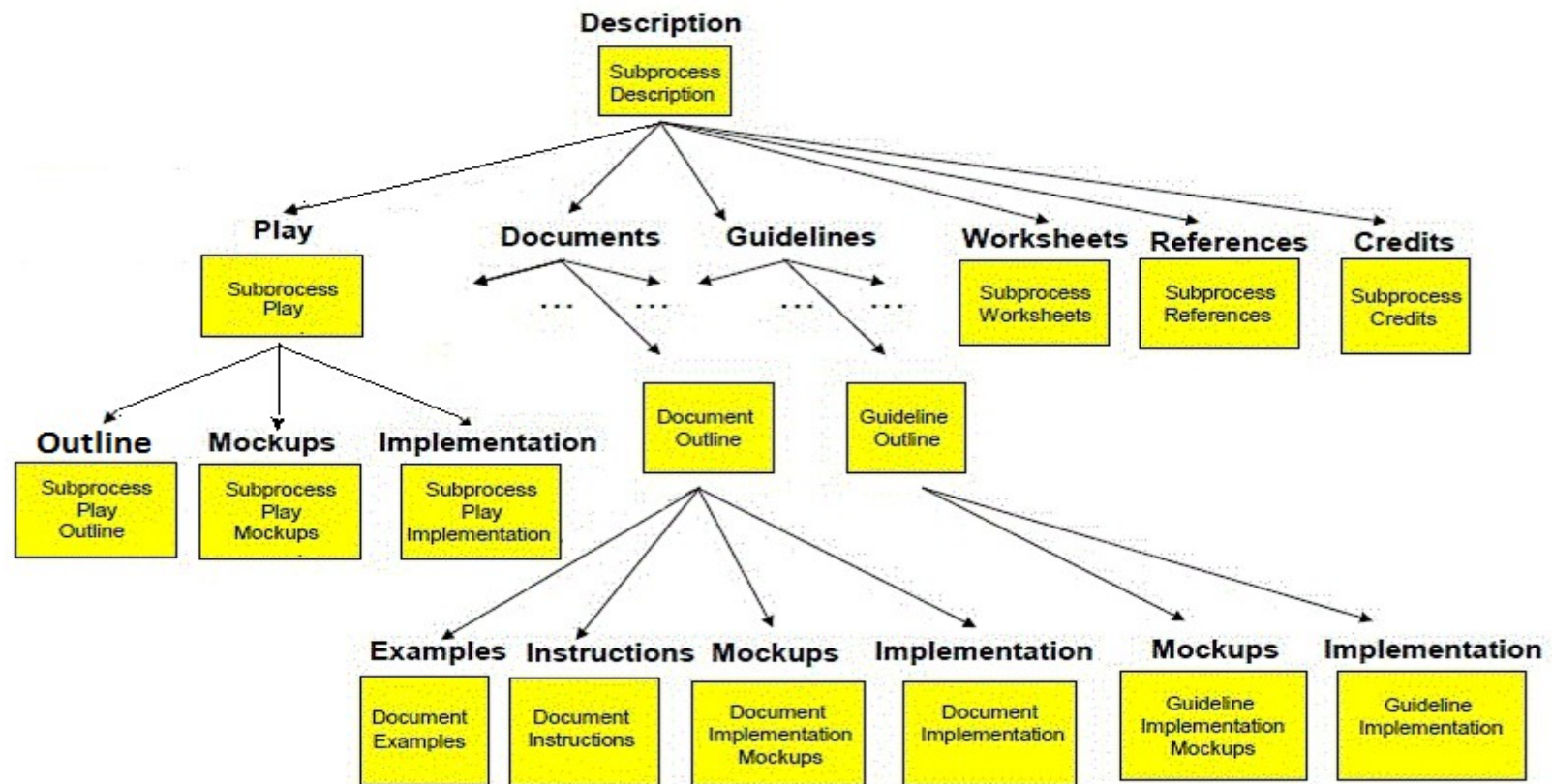
Subprocess: **Planning Automobiles** (T4-3-00-00)

[Create View](#)

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

Done
0.141s
McAfee SiteAdvisor
Adblock

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



Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/honda/library/Integration/PRs/Planning/Description.html> ★ ⓘ IMDB

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

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.

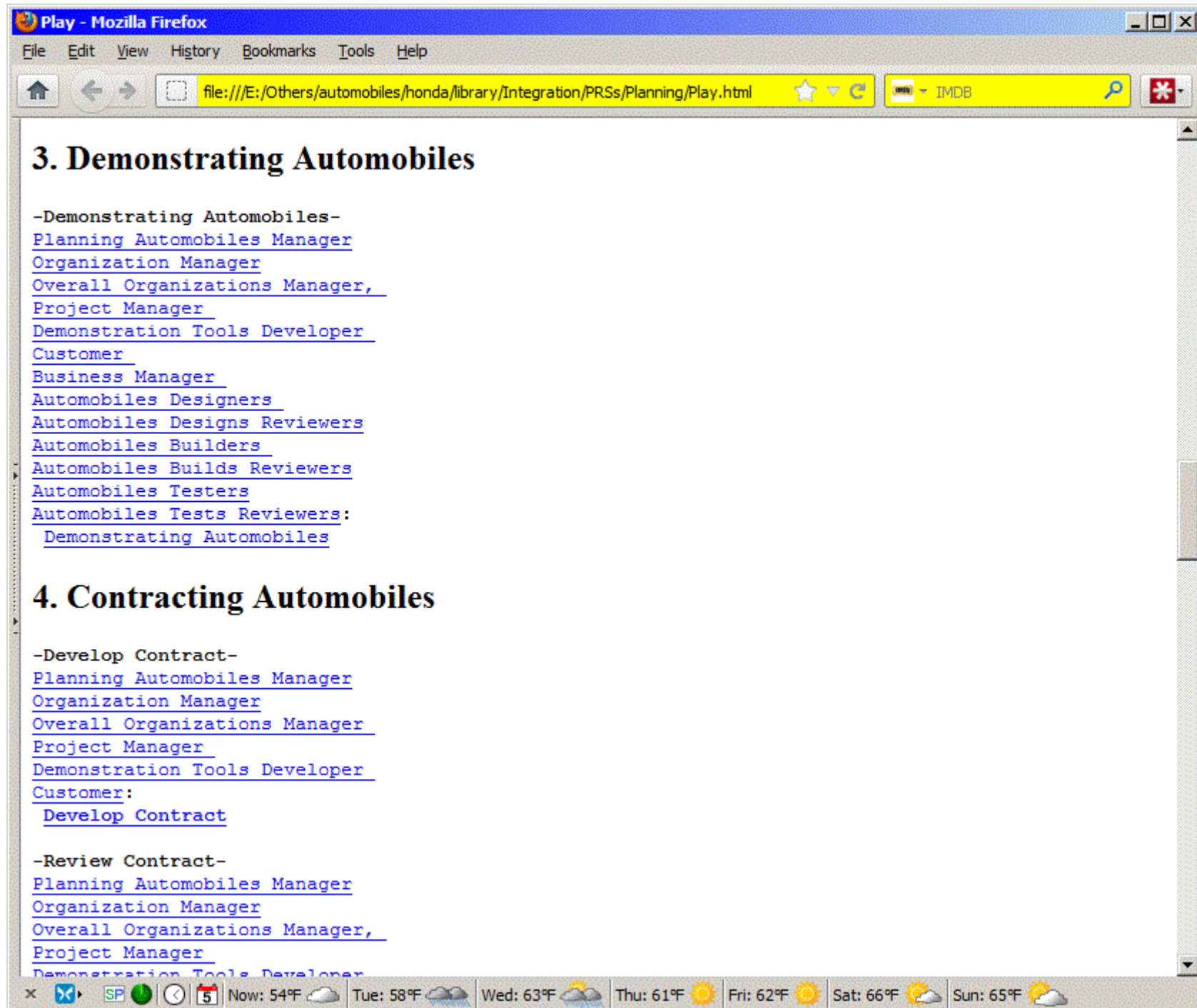
Organization: ORG

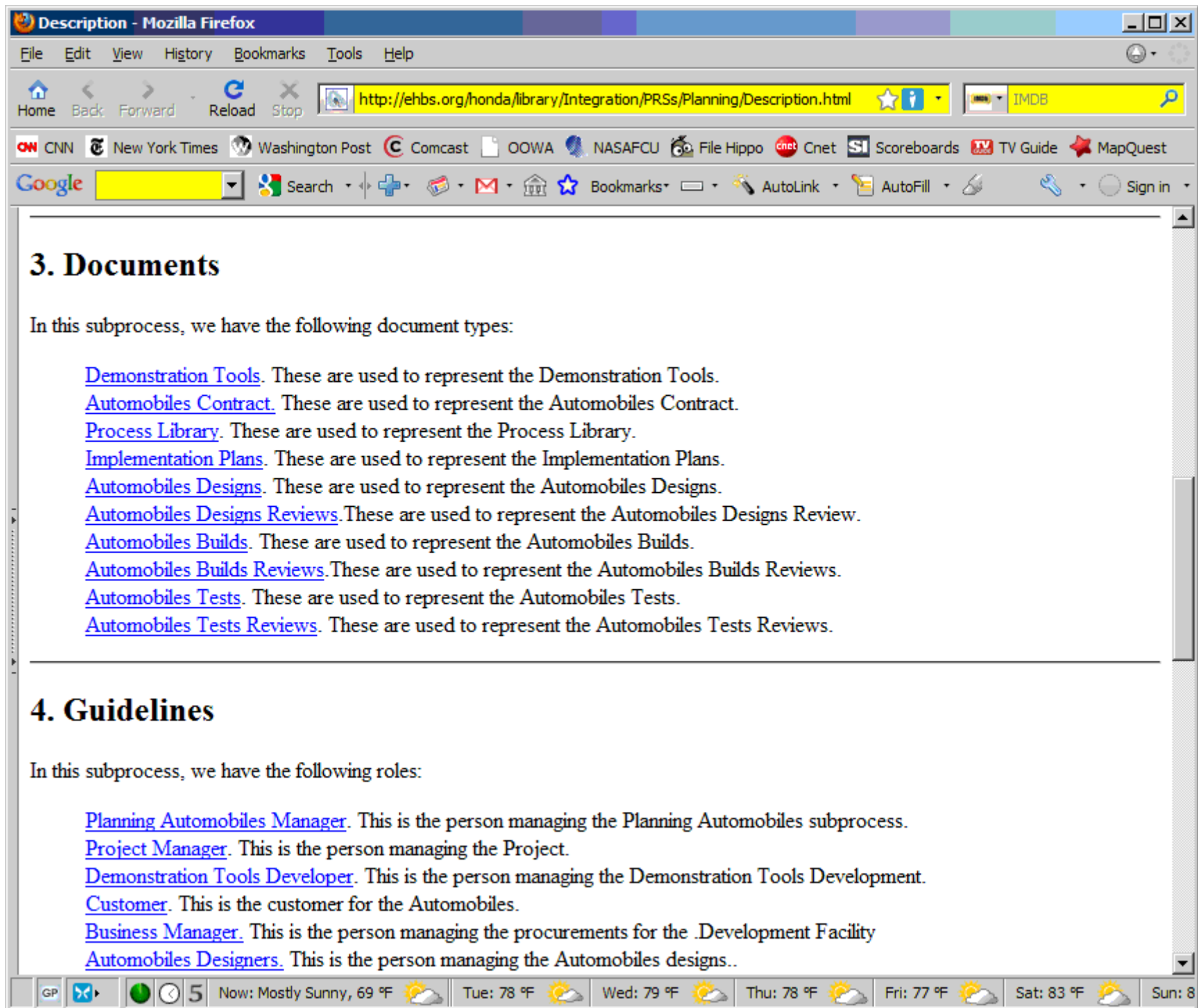
[All-Files](#). These are all the view files.
[Benefits](#)

2. Play

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

GP 5 Now: Mostly Sunny, 69 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Sat: 83 °F Sun: 8





Description - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/honda/library/Integration/PRSs/Planning/Description.html> ★ ⓘ

CNN New York Times Washington Post Comcast OOWA NASAFCU File Hippo Cnet SI Scoreboards TV Guide MapQuest

Google Search + + + + + Bookmarks AutoLink AutoFill Sign in

[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..
- [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.

GP 5 Now: Mostly Sunny, 69 °F Tue: 78 °F Wed: 79 °F Thu: 78 °F Fri: 77 °F Tuesday, September

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

Worksheet - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop

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

IMDB

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 Analysis Office	Task Lead, Subtask Lead, Subtask Member, Reviewer,	James Green			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

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

References

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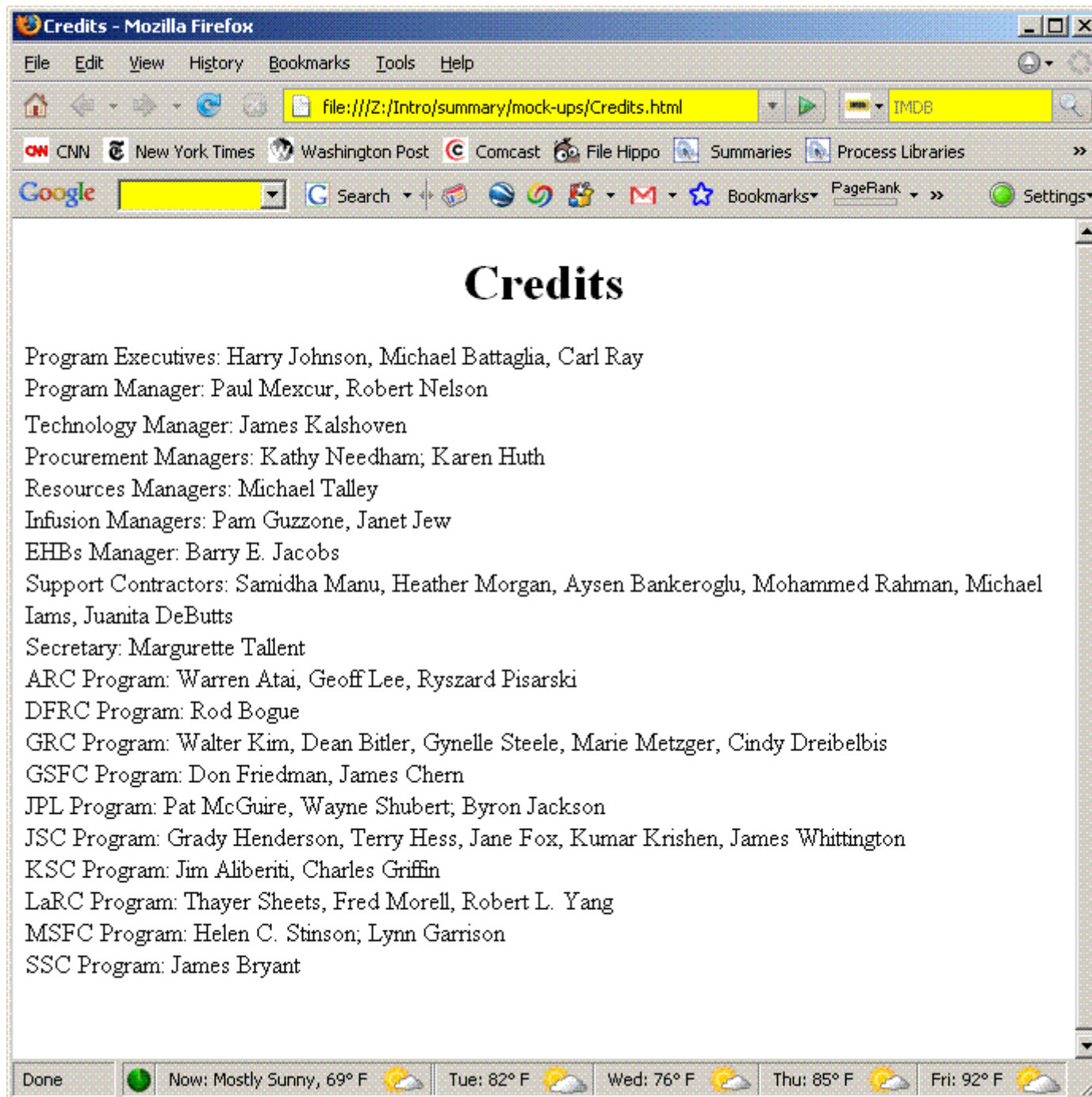
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Credits

Program Executives: Harry Johnson, Michael Battaglia, Carl Ray

Program Manager: Paul Mexcur, Robert Nelson

Technology Manager: James Kalshoven

Procurement Managers: Kathy Needham, Karen Huth

Resources Managers: Michael Talley

Infusion Managers: Pam Guzzone, Janet Jew

EHBs Manager: Barry E. Jacobs

Support Contractors: Samidha Manu, Heather Morgan, Aysen Bankeroglu, Mohammed Rahman, Michael Iams, Juanita DeButts

Secretary: Margurette Tallent

ARC Program: Warren Atai, Geoff Lee, Ryszard Pisarski

DFRC Program: Rod Bogue

GRC Program: Walter Kim, Dean Bitler, Gynelle Steele, Marie Metzger, Cindy Dreibelbis

GSFC Program: Don Friedman, James Chern

JPL Program: Pat McGuire, Wayne Shubert, Byron Jackson

JSC Program: Grady Henderson, Terry Hess, Jane Fox, Kumar Krishen, James Whittington

KSC Program: Jim Aliberiti, Charles Griffin

LaRC Program: Thayer Sheets, Fred Morell, Robert L. Yang

MSFC Program: Helen C. Stinson, Lynn Garrison

SSC Program: James Bryant

Done



Now: Mostly Sunny, 69° F

Tue: 82° F



Wed: 76° F



Thu: 85° F



Fri: 92° F



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

Google

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
Subprocess Worksheets	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. - Mozilla Firefox

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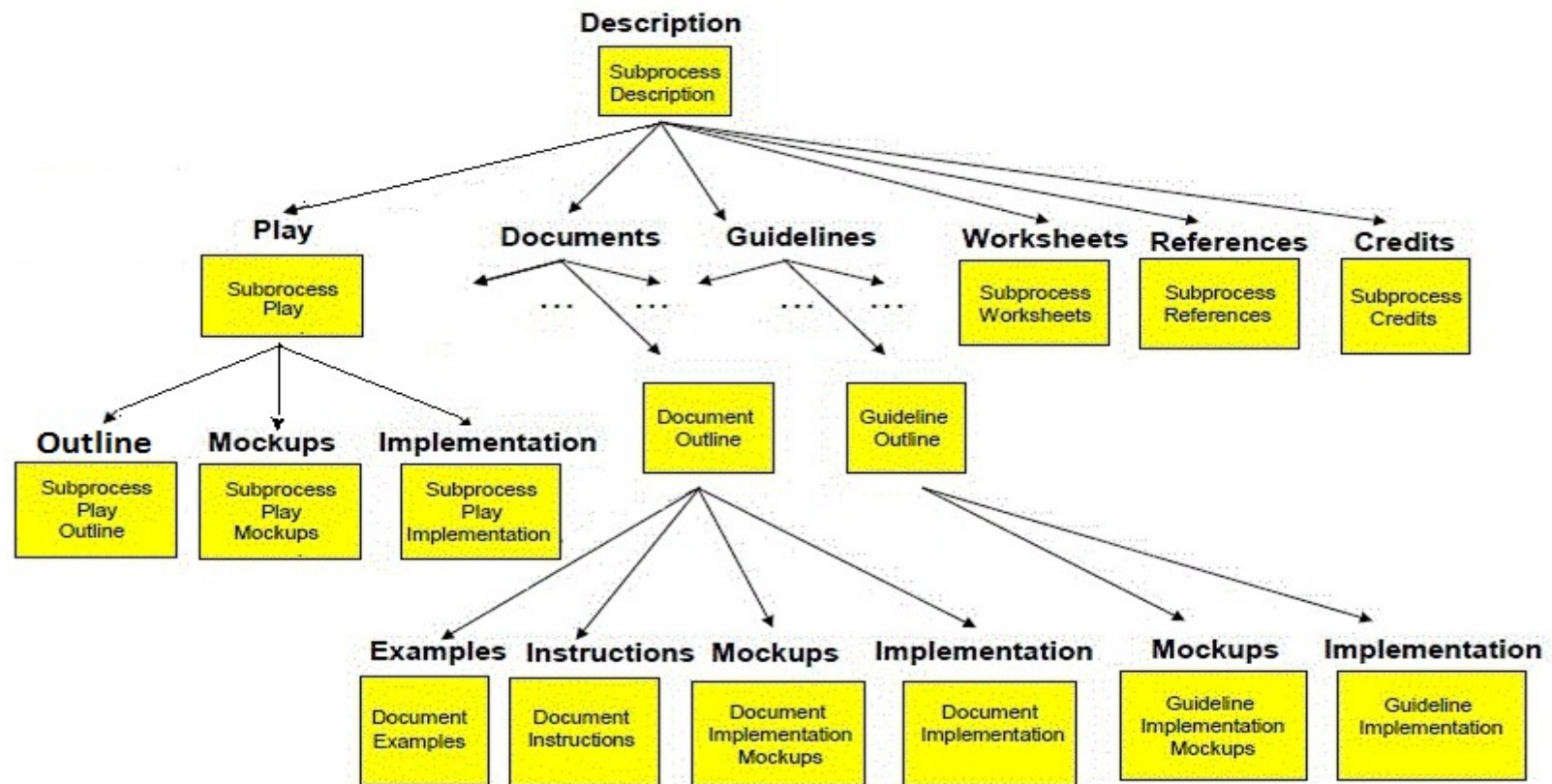
ehbs.org/intro/summary/stages2.html

Google

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.


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




Shakespeare Meets Freud - Mozilla Firefox 4.0 Beta 3

File Edit View History Bookmarks Tools Help

Shakespeare Meets Freud



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

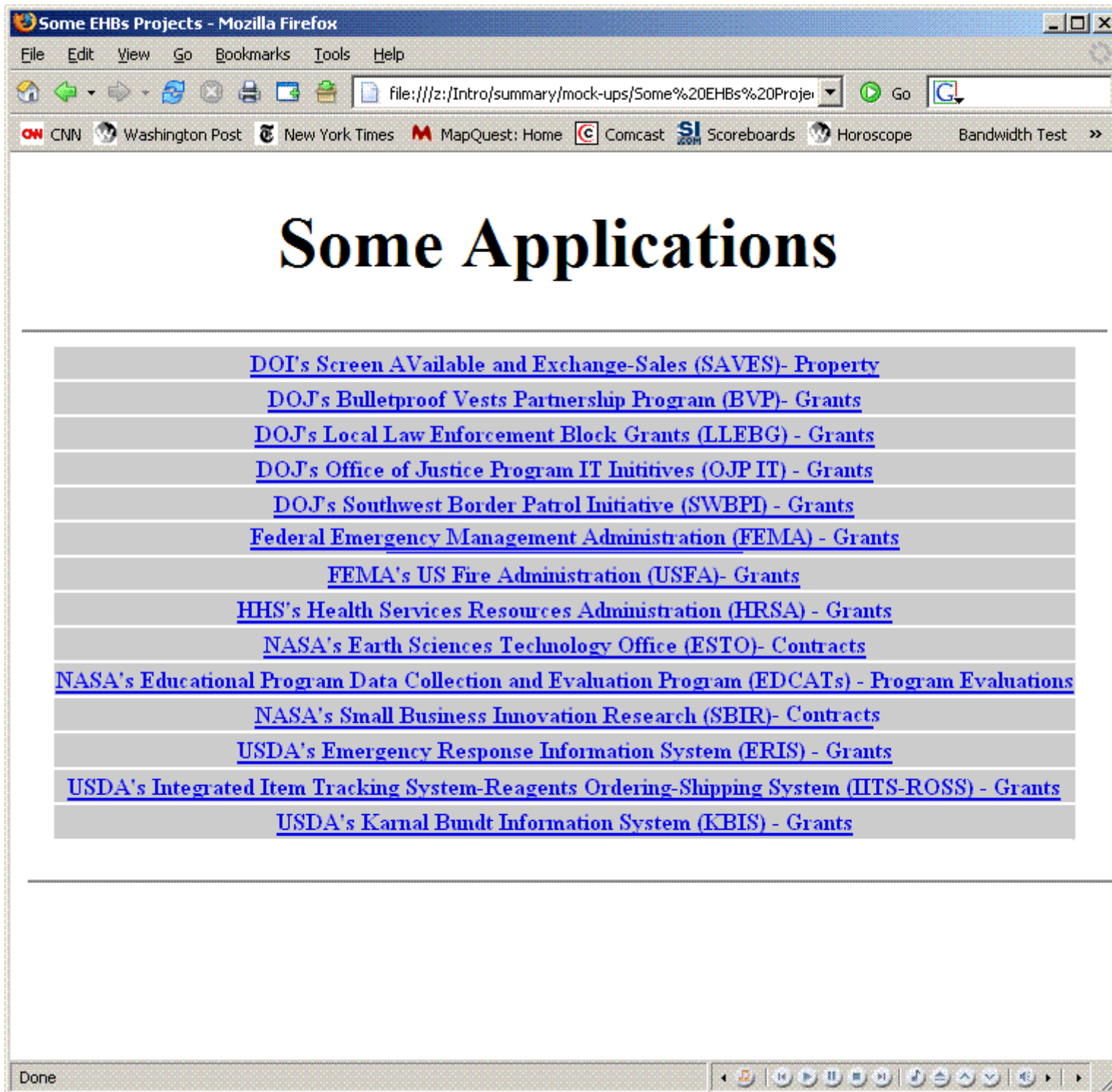


- **In Process Libraries (PLs), subprocesses are represented as "plays" where "actors" communicate thru the Internet. Each organization puts on its own "productions". For each role, Electronic Handbooks (EHBs) (also called Guidelines) guide "actors" thru their parts. Managers are "directors" using Worksheets 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]**

Done

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





Subprocess Life-Cycle Views that are supported.

- **Organization subprocess teachers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess teachers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess documentors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess documentors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess managers want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess managers copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly learn, integrate, test, and teach their own views of their subprocesses. (Critical)** Organization subprocess implementors copy relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library and then learn, integrate, test, and teach their new organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess participants want to quickly learn, integrate, and perform tasks that are part of their views. (Critical)** Organization subprocess participants study the steps of their organization subprocess view Guidelines.
- **Organization subprocess managers want to quickly monitor execution of tasks that are part of their views.** Organization subprocess managers monitor the execution of tasks using their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test and teach their subprocesses.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly update, test, and teach using other organization's views.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach using other relevant organization subprocess Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants become hurt/angry when their views are not supported.** Organization subprocess teachers, documentors, managers, implementors, and participants update, test, and teach their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **Organization subprocess implementors want to quickly update, test and teach tools that help facilitate execution of their subprocesses.** Organization subprocess implementors update, test, and teach tools using requirements from Plays/Documents/Guidelines/Worksheets in the Process Library.
- **Organization subprocess teachers, documentors, managers, implementors, and participants want to quickly leave when their views continue not to be supported.** Organization subprocess teachers, documentors, managers, implementors, and participants archive their organization subprocess Plays/Documents/Guidelines/Worksheets.
- **The Key Human Factor Issue: Communication Within and Across Organizations.** Organization subprocess Plays/Documents/Guidelines/Worksheets in Process Libraries facilitate intra- and inter- organization communication.

Basic People Principles that are supported - Mozilla Firefox

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Home Back Forward Reload Stop <http://ehbs.org/intro/summary/Basic Principles.htm> ★ ⓘ IMDB 🔍

Basic People Principles that are supported.

- **Subprocesses determine tools.** The approach supports people doing their jobs as they see it. Forcing additional tools on people only adds more burdens to their jobs and they will likely ignore them. Additional requirements should be integrated into existing subprocesses.
- **Everyone's subprocesses should be supported as best as possible.** The approach supports people seeing their jobs differently. This is often a good thing for subprocess improvement.
- **Tools are role-based so that data is collected during subprocess execution.** As people partake in the subprocesses, the approach supports data entry in the system. If data collection is done after the fact, the quality of the data generally suffers.
- **Tools are people-based so that users require minimal training.** The approach helps people to determine which steps to use. For each of the substeps (i.e., forms and documents), the approach should have clear templates, instructions, and samples.
- **Tools are web-based so that users can easily partake.** The web-based approach supports the reduced need to install special software on user's computers. This is especially important in the case where the number of participants is large.
- **Everyone helps build the tools.** The approach supports joint ownership in the subprocesses and the underlying systems which is crucial for overall acceptance.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Subprocess/Play Developments that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/play-development.htm> ★ ⓘ IMDB 🔍

Subprocess/Play Developments that are supported.

- **Presentation & Paper/Marketing.** The approach supports presentation & paper/marketing using the contents of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Worksheet/Outlining.** The approach supports worksheet/outlining using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Temporal Flow/Playwriting.** The approach supports temporal flow/playwriting using the drafting of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Examples/Rehearsal.** The approach supports examples/rehearsals using the mockups of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Implementation/Staging.** The approach supports implementation/staging using the building of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Utilization/Performance.** The approach supports users utilization/performance using execution of Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Revision/New Production.** The approach supports revision/new production using updates of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.
- **Closeout/End Production.** The approach supports closeout/ end performance using storage of the Descriptions, Plays, Documents, Guidelines, Worksheets, Contacts, References, and Credits.

SF 5 Now: Cloudy, 32 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F

Process Library Operations that are supported - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Stop <http://ehbs.org/intro/summary/operations.htm> IMDB

Process Library Operations that are supported.

- **Organization Subprocess Formulation.** The approach supports the introduction of new organizations and their subprocesses into the library.
- **Organization Subprocess Implementation.** The approach supports implementation of common tools for organizations in the library.
- **Organization Subprocess Customer Support.** The approach supports user requests for the library.
- **Organization Subprocess Evaluation.** The approach supports organization subprocess evaluations.
- **Organization Subprocess Update.** The approach supports the updating of organizations and their subprocesses in the library.
- **Organization Subprocess Closeout.** The approach supports the closeouts of organizations and their subprocesses from the library.

SP 5 Now: Cloudy, 34 °F Tue: 38 °F Wed: 43 °F Thu: 47 °F Fri: 52 °F Sat: 44 °F S

Overview of General Motors Corporation Automobiles Process Library - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Home Back Forward Reload Print Stop file:///E:/Others/automobiles/gm/plib/overview.html ★ IMDB

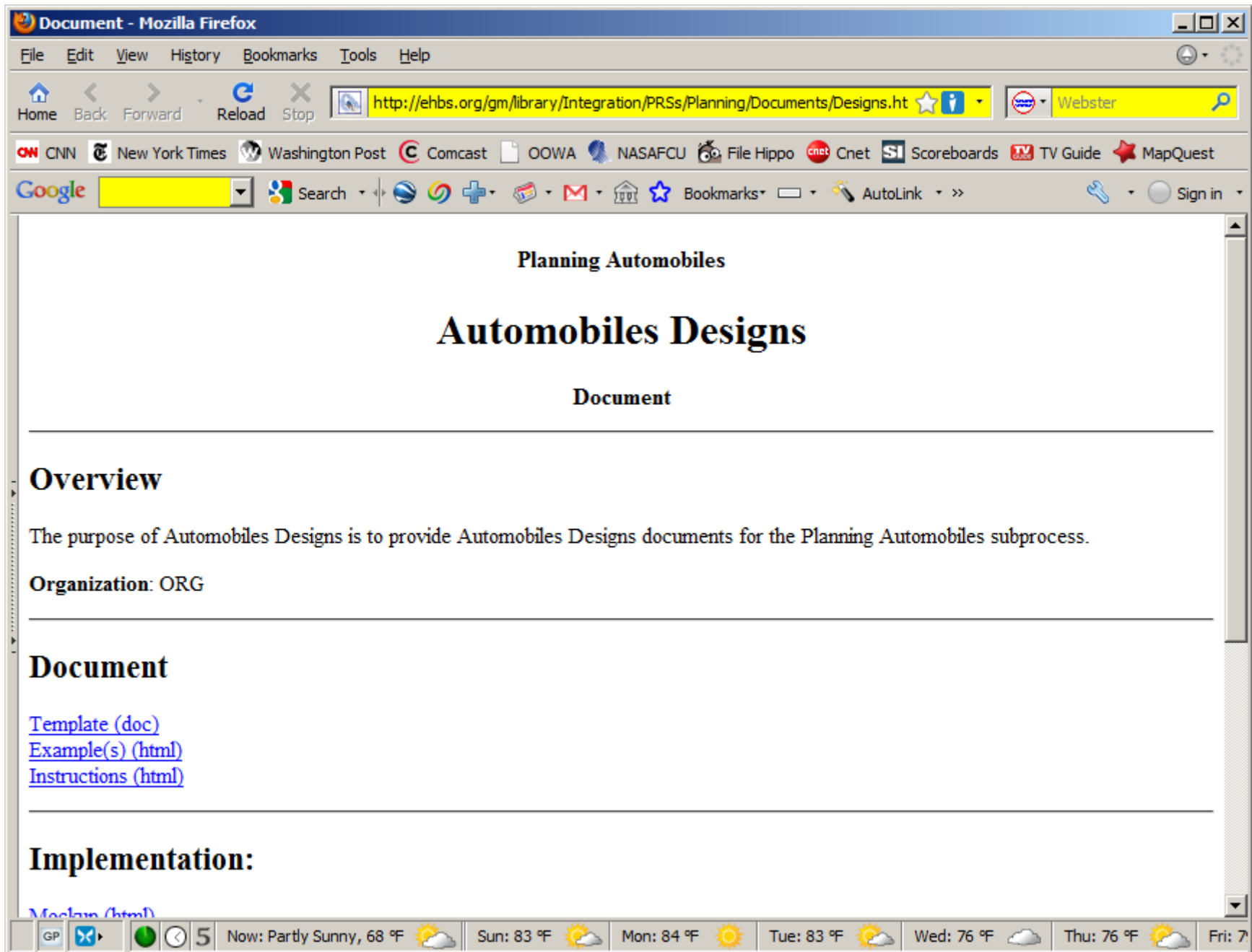
Overview of General Motors Corporation Automobiles Process Library

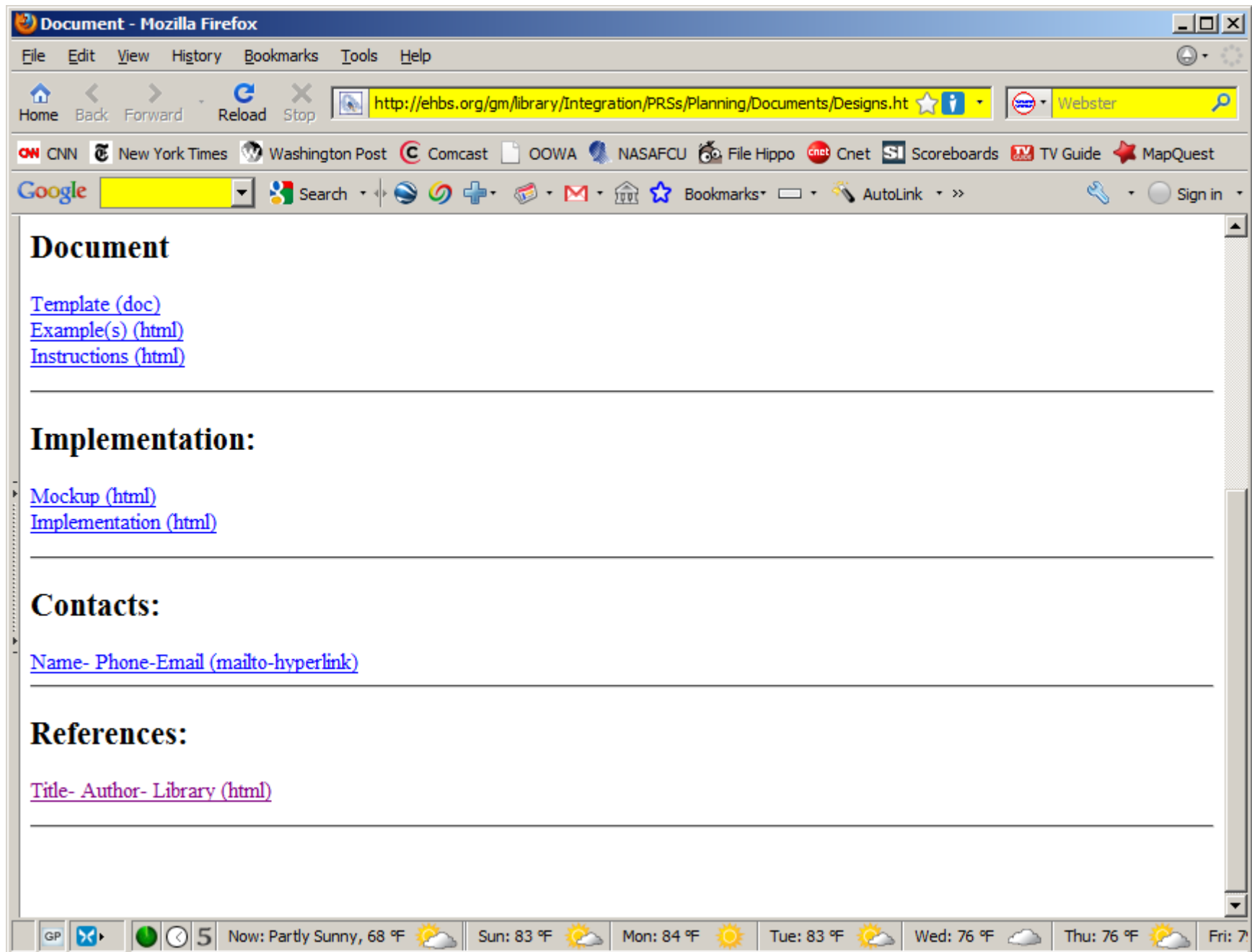
The objective of this tool is to help General Motors Corporation Automobiles Managers (and Staff) to *quickly learn* to build and manage Automobiles. We present our approach in five bullets.

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- Sample documents have three levels of access: a) Unconditionally Distributable (e.g., [1](#), [2](#)), b) Maintained In Organization Libraries (e.g., [1](#), [2](#)), and c) Proprietary (e.g., [1](#), [2](#)).
- Each organization gets worksheets for its own use. These worksheets also help add to the database as Managers go thru the subprocesses. (e.g., [1](#), [2](#))

For more information on the General Motors Corporation Automobiles Process Library see: [paper](#), [summary](#), and [other process libraries](#).

Now: Cloudy, 60° F Thu: 66° F Fri: 68° F Sat: 76° F Sun: 79° F Mon: 79° F Tue: 76° F





Fetch Integration - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///E:/Others/automobiles/ford/summary/mock-ups/Integrations GSpace Go

Fetch Integration

Read Integration	
Classification	Product Realization Subprocesses
Subprocess	Planning Automobiles
Type	Guidelines
Title	Subprocess Manager
Id	T4-4-3-00
Integration Url	Fetch
Ordinal	33
Date Created	03-MAY-2005
Date Updated	18-MAY-2005

Samples From Views	
New Autos Division Fetch	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
Used Autos Division Fetch	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
Fleets Division Fetch	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005
Rentals Division Fetch	Date Created: 23-Jun-2005 Date Updated: 23-Jun-2005

[Go to Process Libraries page.](#)

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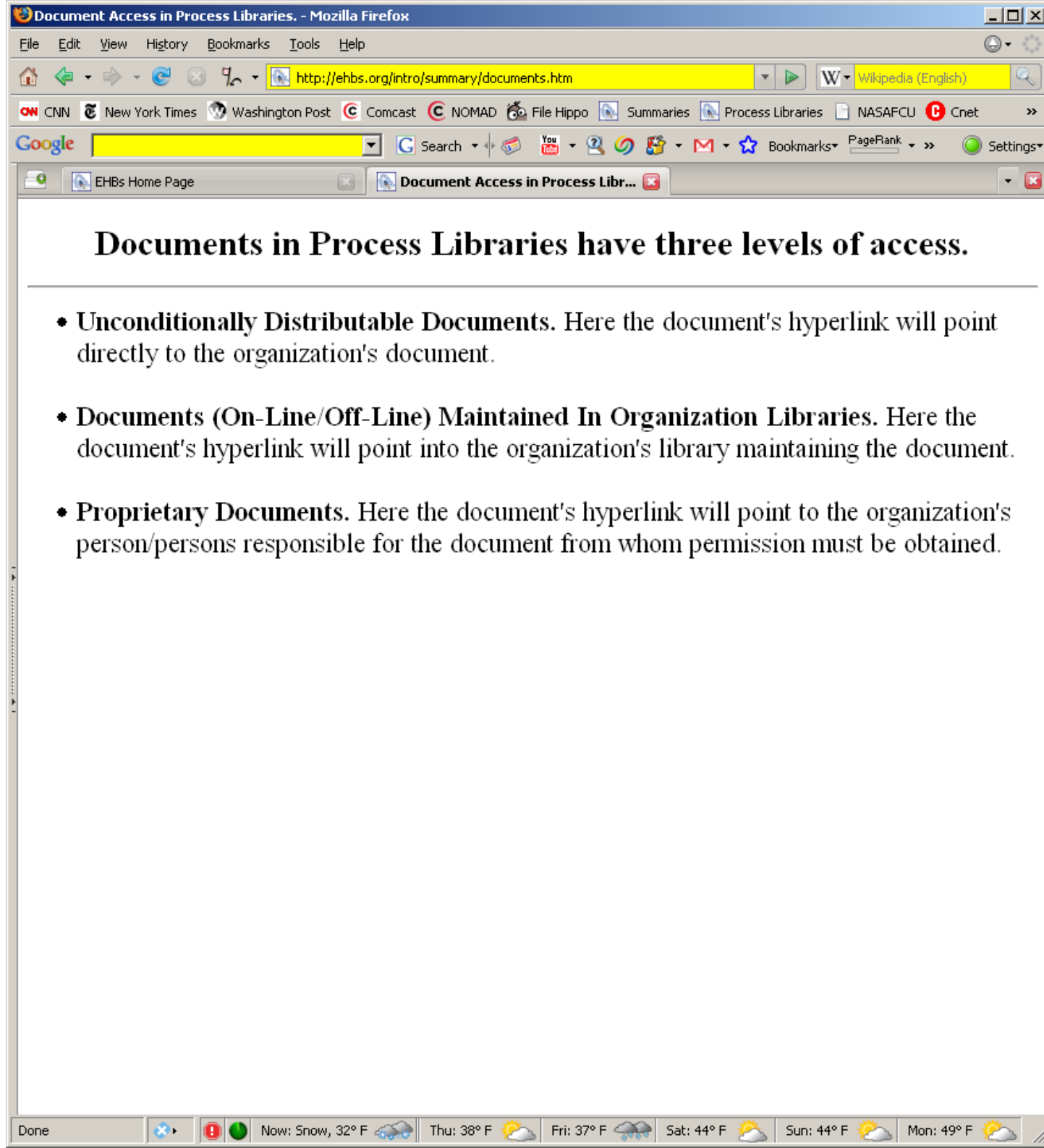
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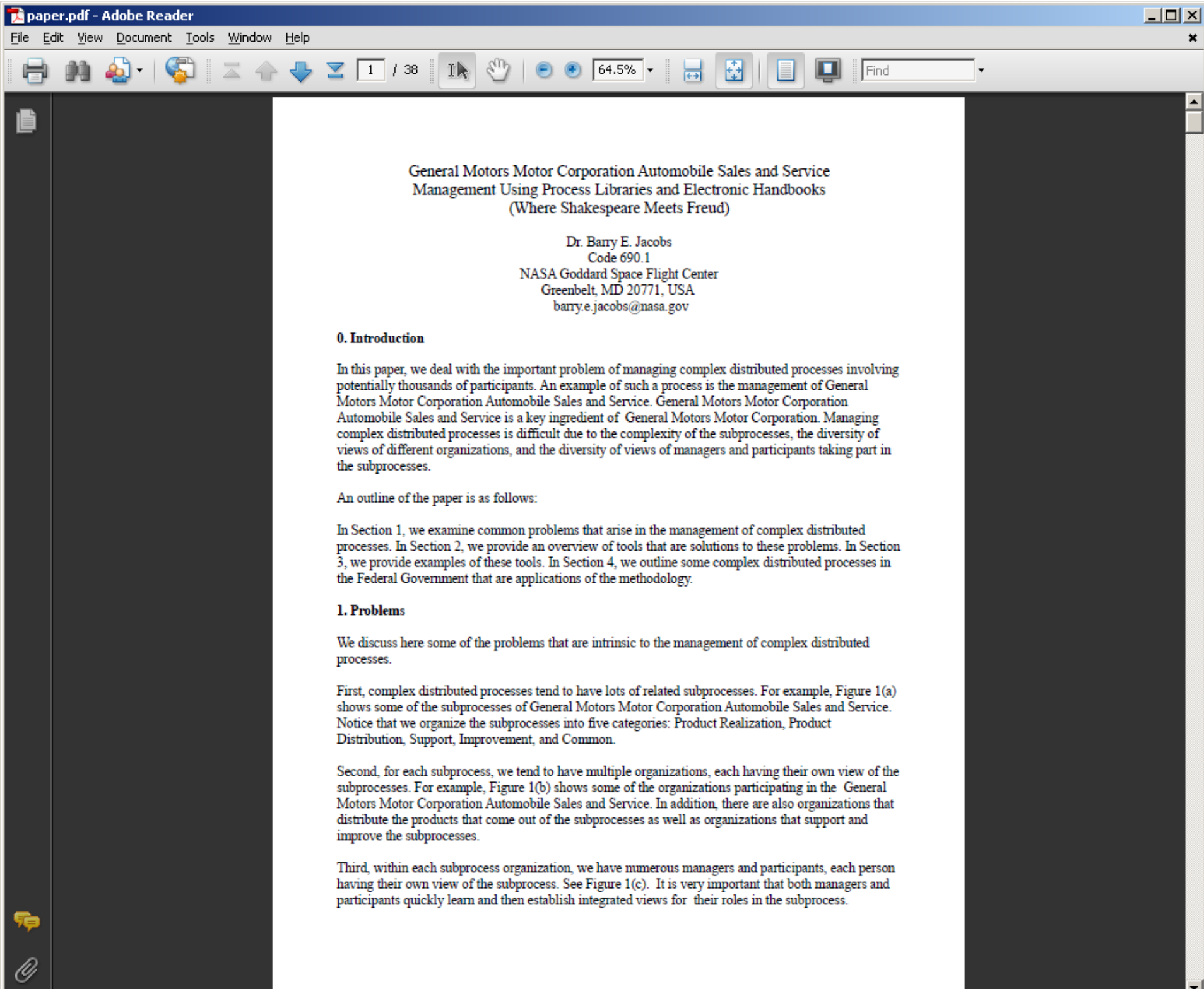
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For more information on the General Motors Corporation Automobiles Process Library see: [paper](#), [summary](#), and [other process libraries](#).





General Motors Motor Corporation Automobile Sales and Service
Management Using Process Libraries and Electronic Handbooks
(Where Shakespeare Meets Freud)

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Greenbelt, MD 20771, USA
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0. Introduction

In this paper, we deal with the important problem of managing complex distributed processes involving potentially thousands of participants. An example of such a process is the management of General Motors Motor Corporation Automobile Sales and Service. General Motors Motor Corporation Automobile Sales and Service is a key ingredient of General Motors Motor Corporation. Managing complex distributed processes is difficult due to the complexity of the subprocesses, the diversity of views of different organizations, and the diversity of views of managers and participants taking part in the subprocesses.

An outline of the paper is as follows:

In Section 1, we examine common problems that arise in the management of complex distributed processes. In Section 2, we provide an overview of tools that are solutions to these problems. In Section 3, we provide examples of these tools. In Section 4, we outline some complex distributed processes in the Federal Government that are applications of the methodology.

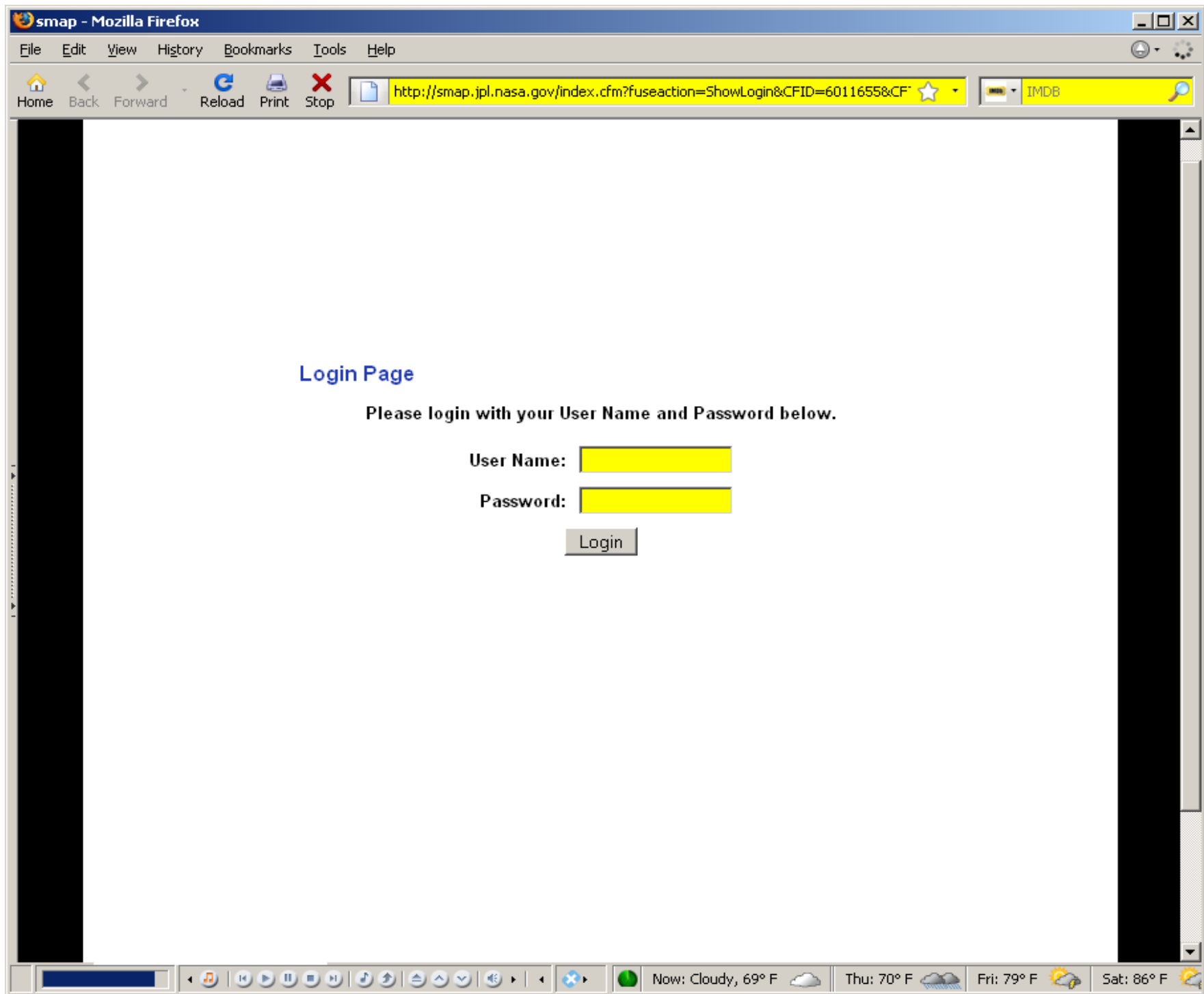
1. Problems

We discuss here some of the problems that are intrinsic to the management of complex distributed processes.

First, complex distributed processes tend to have lots of related subprocesses. For example, Figure 1(a) shows some of the subprocesses of General Motors Motor Corporation Automobile Sales and Service. Notice that we organize the subprocesses into five categories: Product Realization, Product Distribution, Support, Improvement, and Common.

Second, for each subprocess, we tend to have multiple organizations, each having their own view of the subprocesses. For example, Figure 1(b) shows some of the organizations participating in the General Motors Motor Corporation Automobile Sales and Service. In addition, there are also organizations that distribute the products that come out of the subprocesses as well as organizations that support and improve the subprocesses.

Third, within each subprocess organization, we have numerous managers and participants, each person having their own view of the subprocess. See Figure 1(c). It is very important that both managers and participants quickly learn and then establish integrated views for their roles in the subprocess.



Compose: Please send me a copy of your project's proprietary MDR Package

File Edit View Insert Format Options Tools Help

Send Contacts Spell Attach Security Save

From: Barry E. Jacobs <barry.e.jacobs@nasa.gov> - BEJ@nasa

To: Mary.T.Smith@jpl.nasa.gov

To:

Subject: Please send me a copy of your project's proprietary MDR Package

Preformat Variable Width

Please send me a copy of your project's proprietary:

Package

Thanks,

Barry

|

--

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For more information on the General Motors Corporation Automobiles Process Library see: [paper](#), [summary](#), and [other process libraries](#).



Subprocess Worksheet

Subprocess: Planning Automobiles

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

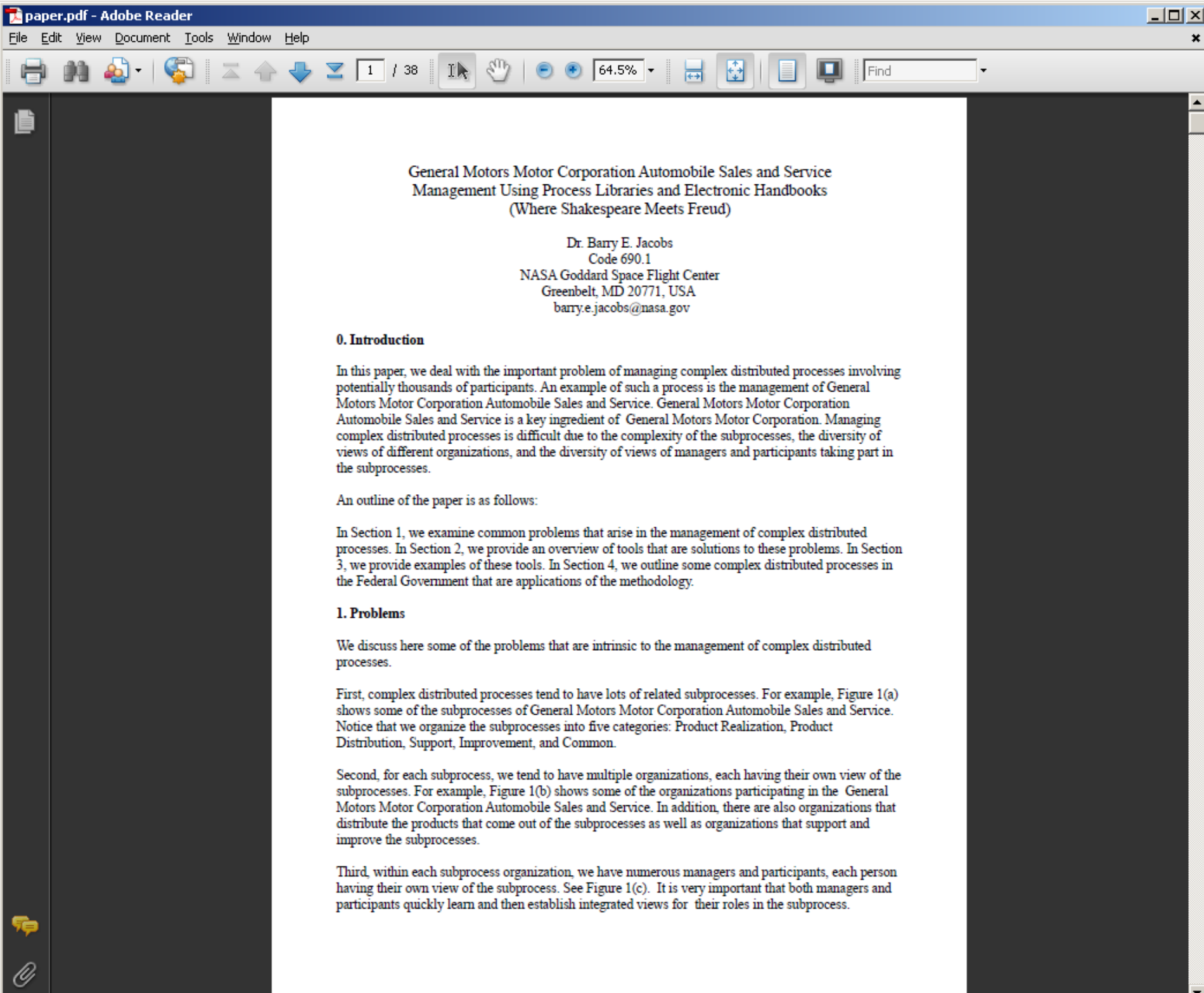
Task	Purpose	Suggested Roles	Task Lead(s)	Estimated Completion Date	Actual Completion Date	Documents					
						Document	Instructions and Samples	Document Lead(s)	Estimated Completion Date	Actual Completion Date	Document Location(s)
Administration	The purpose of this task is to administer Project Development .	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

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For more information on the General Motors Corporation Automobiles Process Library see: [paper](#), [summary](#), and [other process libraries](#).



General Motors Corporation Automobile Sales and Service Management - Mozilla Firefox

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ehbs.org/gm/summary/index.html

Yahoo

General Motors Corporation Automobile Sales and Service Management Using Process Libraries and Electronic Handbooks

(Where Shakespeare Meets Freud)

Summary

(Click Here for: [PDF](#), [PPT](#))

[\(Quick Summary\)](#)

[\(Paper\)](#)

[\(Demonstration\)](#)

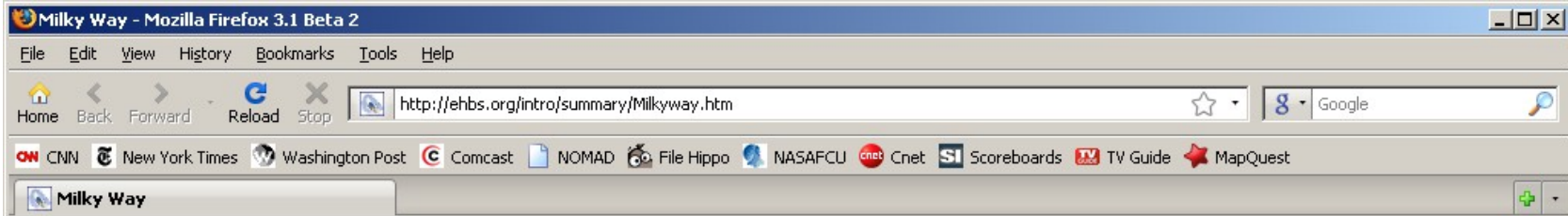
[\(Subprocesses and Their Documentations\)](#)

[\(Demonstration Tool\)](#)

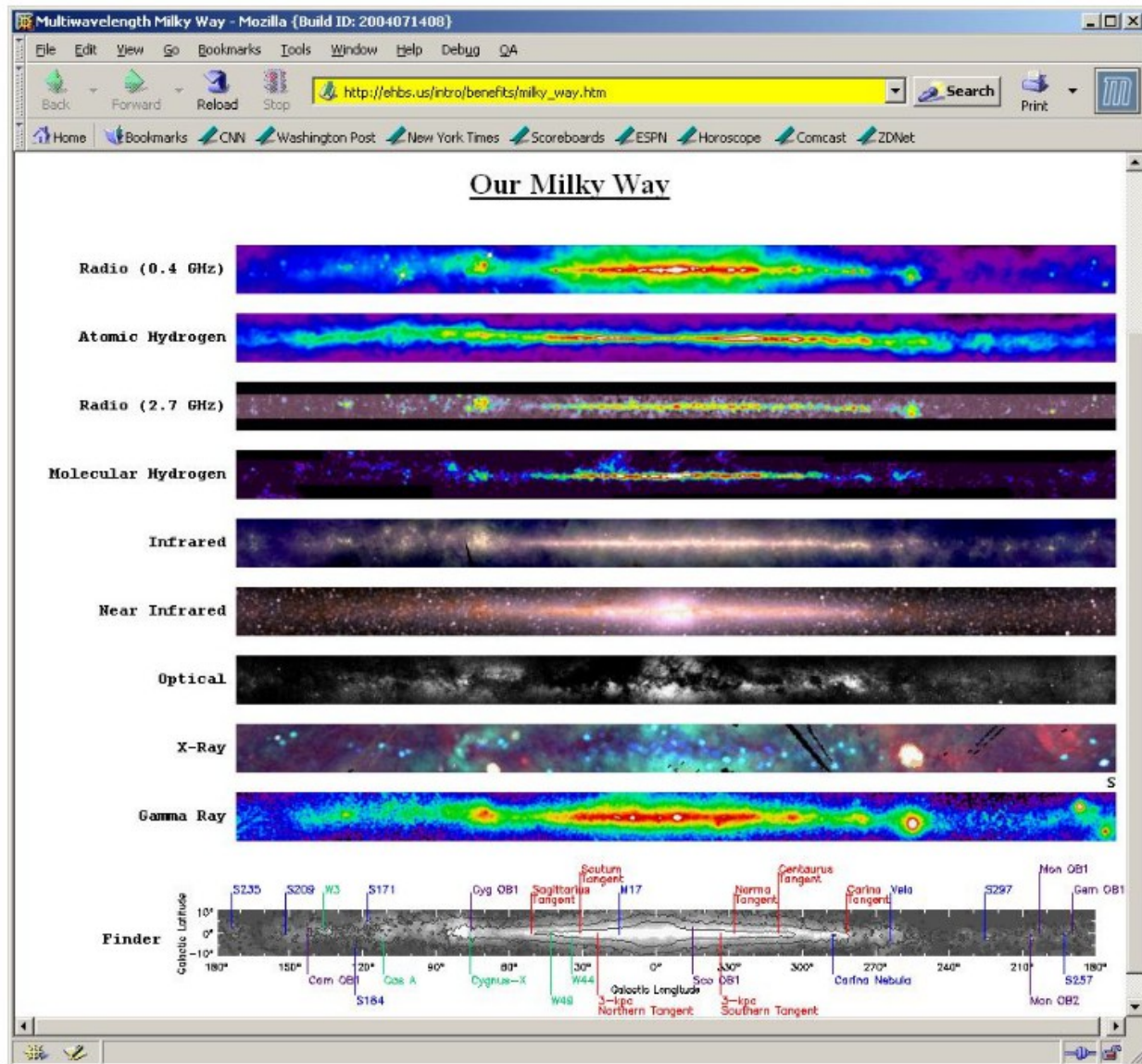
[\(Home Page\)](#)

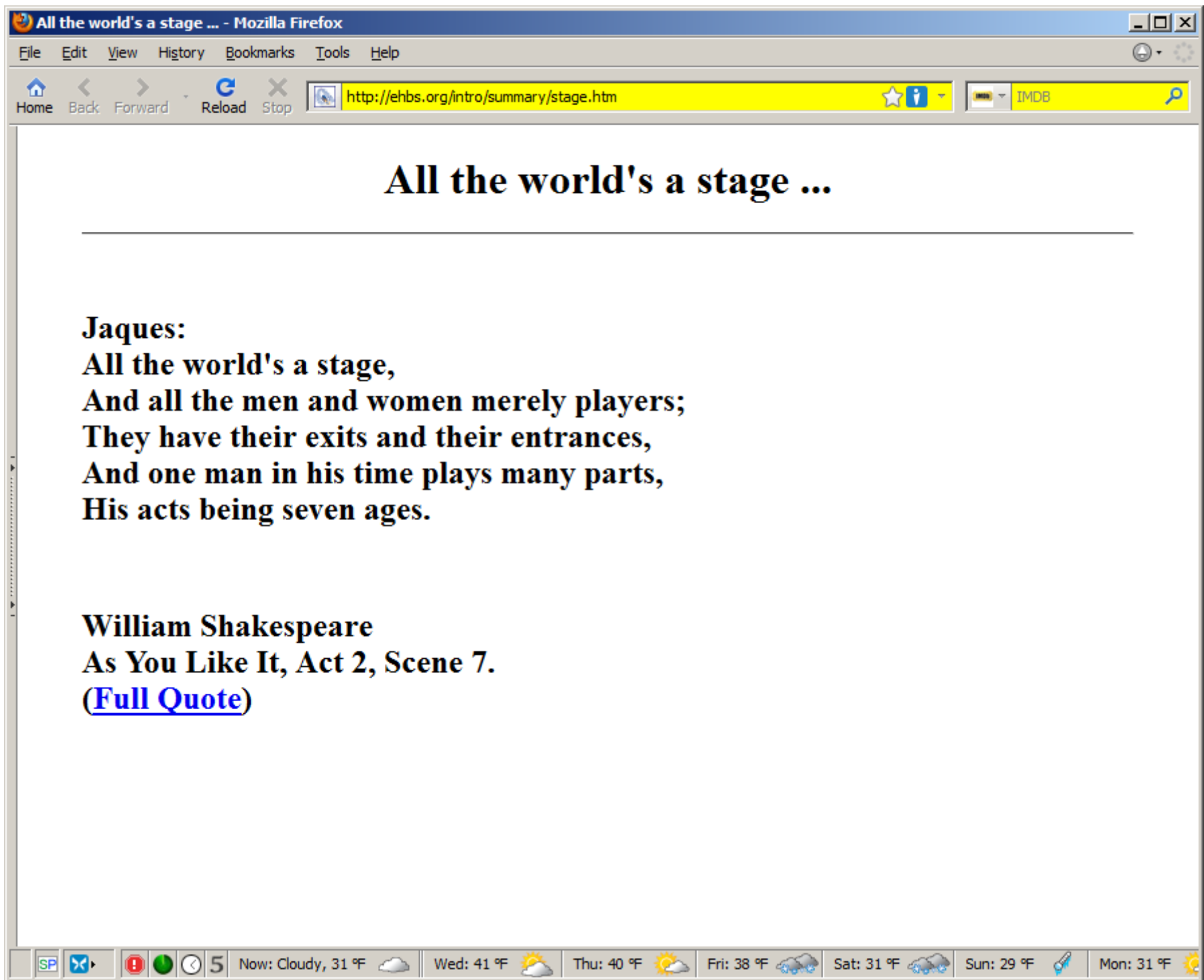
- [Cover](#)
- [The Bottom Line: Provide editable and cost-saving process documentation tools for process developers and participants to help them quickly and effectively learn, adapt, test, teach, and work together. These tools may be added to new or existing systems.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Our basic approach is to wrap organization's subprocesses in a common envelope containing "communication vehicles" that facilitate learning plus intra-organization communication.](#)
- [Outline of Presentation.](#)
- [Objective: Develop Internet-based tools to support the paperless documentation and management of complex distributed processes.](#)
- [Plays describe subprocess execution.](#)
- [Organizations provide different views of the subprocesses, some of which may be proprietary.](#)
- [People in organizations provide different views of the subprocesses.](#)
- [Organizations generate Subprocess Life-Cycle Views.](#)

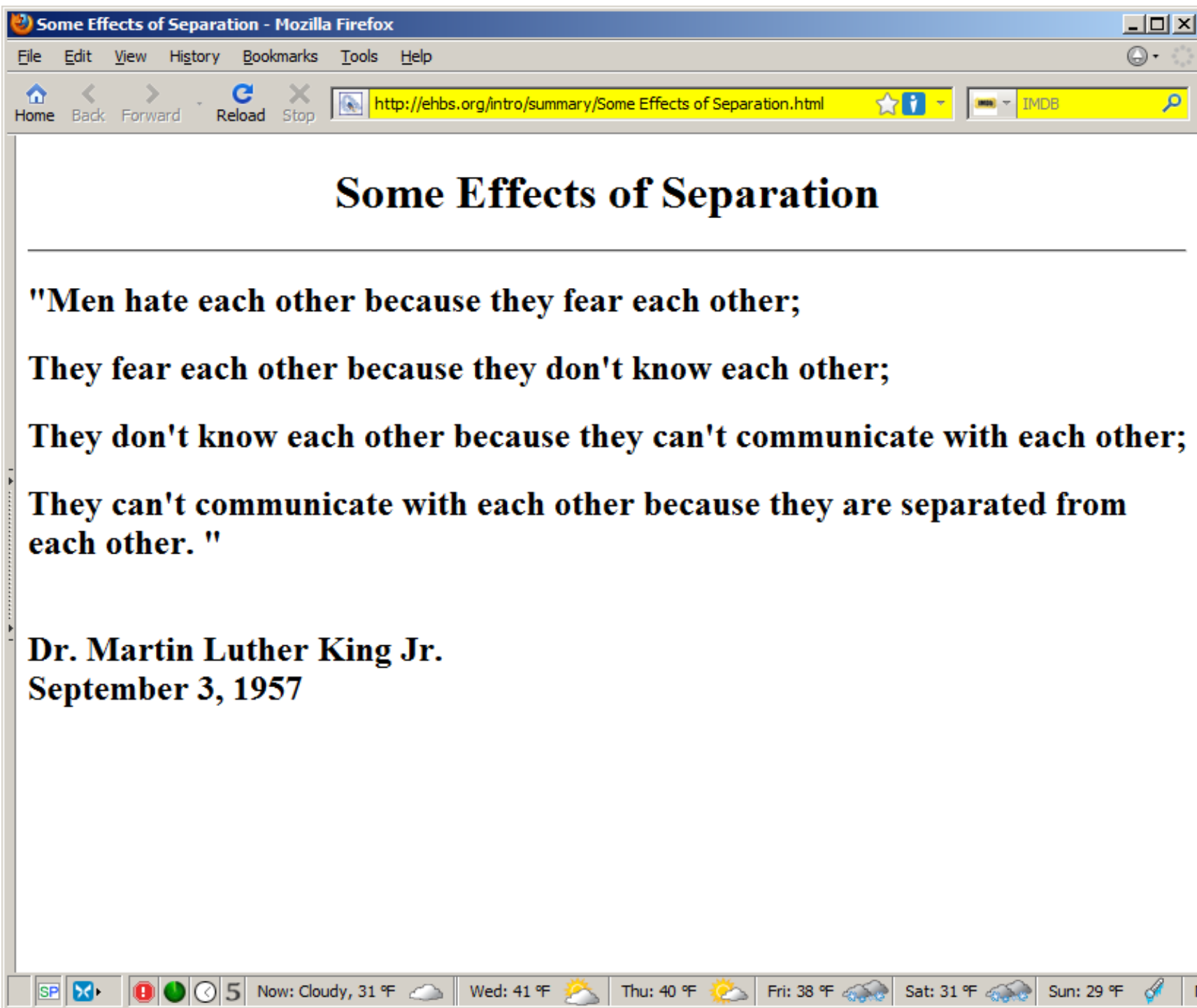
Now: 52°F Thu: 58°F Fri: 39°F Sat: 36°F Sun: 33°F Mon: 39°F Tue: 49°F



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







Theatre of Dionysus- Athens, Greece



For More Details



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EHBs Home Page



ehbs.us

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

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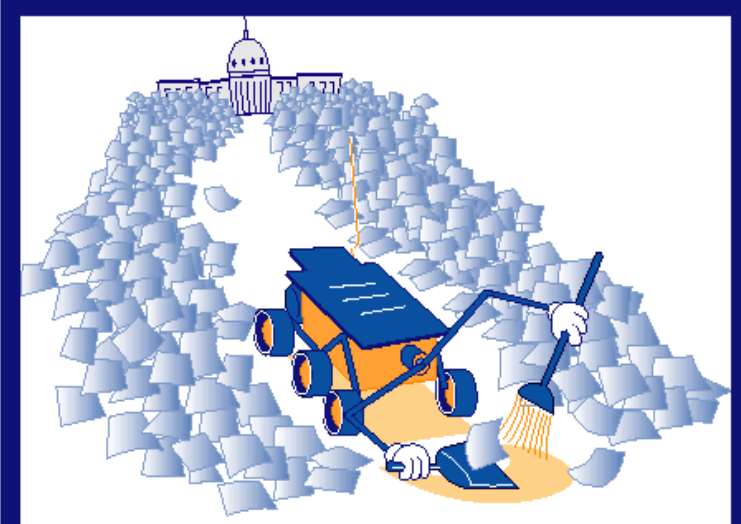
 

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- [2. Some Quick Summaries](#)
- [3. Some Applications](#)
- [4. In The Press](#)
- [5. Experiences](#)
- [6. Some Papers](#)
- [7. Some Demonstration Tools](#)
- [8. Some Subprocesses and Their Documentations](#)
- [9. Assembly Line Processes](#)
- [10. Benefits](#)

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[How Can I Apply These To My Organization's Processes?](#)



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

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