

A LOCAL PERSPECTIVE ON AN INTERNATIONAL CHALLENGE

Many managers struggle to understand and apply the fundamentals of business process management to their own organisation. The terminology associated with the subject can be daunting, and often makes simple concepts seem complex.

Our “**Pro manade**” range of management system software allows a user to customise the language used in its printed and published process definitions. **mandos** is based in Aberdeen, which is not only the “oil capital of Europe” but is also the city at the centre of the Scots dialect (Doric) of North-East Scotland.

We thought that it would help readers to see the terminology and underlying concepts in a different light if we produced a Doric translation of the terms (field names, system messages etc) used by **Pro manade** – they relate to some of the essential elements of process management which are not always properly understood. [*We have also provided an explanation of the Doric terms for those readers to whom the language is unfamiliar*]. So if you want to know more – it’s time tae get yokit ... [*It’s time to get started*] – as in “put the yoke on the horse”]

[An’ if ye’re nae right sure o’ fit it a’ means, ye cin aye speir at onybody wi’ enough gumption tae ken – but dinna’ ask ony feel gype!] [*And if you are not completely sure of what it all means, you can always ask anyone with enough common sense to know – but don’t ask any daft fool!*”]

GENERAL

The wye tae dee things

“The way to do things”

The wye tae dee a’thing

“The way to do everything”

Fit it’s a’ about

“What it is all about”

Process Flowcharts

The entire system (explanatory text for link to the list of all **Processes**)

“**Information**” link on home page of published system

ROLE REGISTER

Bourachies o’ Fowk

“Groups of folk / people”

Fit the fowks’ jobbies are caa’d

“What the people’s jobs are called”

Departments

Roles (ie Job Titles)

RESOURCE REGISTER

Handy things tae hae handy

“Convenient or useful things to have at hand”

A han’fu’ o’ handy things tae hae handy

“A collection (handful) of useful things to have available”

Foo mony or foo muckle

“How many or how much”

Foo mony or foo muckle fit

How many or how much of what

Resources

Resource Group

Value

Unit of Measure

CONCEPTS and STANDARDS

Fit wye a thingmie’s fit for fit it’s supposed tae fit

“The way in which something is suitable for what it is intended to fit”.

Fit ye’re fit for

“What you are capable of”

Fit gings oot the windae if ye mischieve yersel’ – or other fowk

“What is lost or compromised if you cause damage or injury to yourself - or other people”. Note: the emphasis in “mischieve” is on the last syllable

Onything that can mak’ an erse o’ fit ye’re trying

Quality

Competency

Health and Safety

Business Risk

tae dee

“Anything which can make a “backside” of what you are trying to do”

DOCUMENT REGISTER**Bumf**

“Paper (or information)”

Faur tae look for mair bumf

“Where to look for more paper or information”

Bourachies o' Bumf

“Collections of paper”. Note: the term “bourachie” tends to be used for a gathering of people, but we like the alliteration!

Haud on til't for

“Hold on to it for”

PROCESSES**Fit it's caa'd**

“What it is called”

Fit it's tae dee wi'

“What it is concerned (to do) with”

Heid mannie

“Head man (person who is accountable)”

Fa says 'aye'

“Who say “yes””

Fit een

“Which one”

Fan changit

“When changed”

Faur this een cam fae

“Where this one came from”

Nae quite feenish'd

“Not quite finished”

The wye tae dee things that's richt up tae date

“The way to do things that is right up to date”

Nae the wye tae dee things noo

“Not the way to do things now”

TASKS (within a Process)**Fit's deen**

“What is done”

Fit tae dee

“What to do”

The wye tae dee't

“The way to do it”

Fit next?

“What next?”

Fit wye ye'd ging the ither wye

“The reason you would go the other way”

Fa does't

“Who does it”

Tell't

“Told”

Speired at

“Asked”

Gies a haun til

“Gives a hand to”

Fa's heid's on the block if a'thing gings erse ower tit

“Whose head is on the block if everything goes upside down”

Mak up

“Make up”

Documents**Document Register****Document Groups****Retention Period** (for a document or record)**Process Reference****Process Title****Owner** (of a process or a document)**Approver** (of a Process)**Revision** (number of a process)

(Date a process was last) **Revised**

Parent Process (for a hyperlinked sub-process)**Draft** (version of a process)**Active** (ie authorised) **Version of Flowchart****Inactive** (Superseded) **Version****Tasks****Task Title****Task Description****Sequence number** (of a task within a process)**Alternative Task Reason** (for following a branch out of the normal process flow)**Responsible** (for a task)**Informed** (ditto)**Consulted** (ditto)**Assists** (ditto)**Accountable** (for a task or a process)**Create** (a document or record)

Gie a redd up til

"Tidy up"

Hae a lookie at

"Have a look at"

Pit awa'

"Put away"

Update (ditto)

Refer To (ditto)

File/Archive (ditto)

GUIDANCE IN THE PUBLISHED SYSTEM

"Gie a dunt tae the left lug o' the moosie o'er the heid o' a Bourachie o' Maps tae the left tae hae a look at a list o' the Maps in ahint it"

"Strike the left "ear" of the mouse over a process group to the left to look at a list of the maps behind it"

"Ther's nae a map gaan aboot for this een"

"There is not a map in circulation ("going about") for this one"

"It's bein' changit – gie a dunt tae the left lug o' the moosie here tae hae a keek at fit's goin' oan wi' it the noo"

"It is being changed – strike the left" ear" of the mouse here to have a quick look at what is happening to it at present"

"This map's bein' changit, bit ye canna hae a look at it richt noo"

"This map is being changed, but you can't view it at present"

"Gie a dunt tae the left lug o' the moosie here tae see the richt story"

"Strike the left "ear" of the mouse here to see the "correct" version"

"Click on a Process Group at the left to display the list of Processes for that Process Group."

"A flowchart is not currently available for this process."

"It is currently under review – click here to view a draft version of the process flowchart"

"This process is currently under review, but a draft flowchart is not currently available"

"Click here to view the issued version of the process flowchart"

LINKS IN PUBLISHED PROCESSES**Anither map**

"Another map"

Loup tae this ither map

"Jump to this other map"

Hae a lookie

"Have a look"

Hae a lookie at some mair bumf about the bumf

"Have a look at some more information about the document"

Sub-Process hyperlink

Go to this Sub-process (from a hyperlink in the process map)

Open this document (from a hyperlink in the process map)

Display information (such as Retention Period, Owner from the Document Register) *about this document*

LINKS IN PUBLISHED DOCUMENT REGISTER

"Gie a dunt tae the left lug o' the moosie o'er the heid o' a Bourachie o' Bumf tae hae a look at a' the Bumf in ahint it"

"Strike the left "ear" of the mouse over a document group to the left to look at all the documents behind it"

Mair o' a story

"More of a story"

"Click on a Document Group at the left to display the list of Documents for that Document Group"

Comments (free format text to describe an entry in the Document Register)

REPORTS**Faur, fan 'n' fit**

"Where, when and what (to do)"

cut aff

"cut off"

Ref : Seq No. - Process Title (in the heading of a report listing tasks within processes)

truncated (task description shown in a summary report)

Fit they dee

"What they do"

Fit's deen next

"What is done next"

A' the owned eens

"All the owned ones"

A' the "aye" eens

"All the approved ones"

Faur ('n' fit wye) the Bumf's used

"Where (and how) the document is used"

Mak't up by

"Made up by"

Redd up by

"Tidied up by"

Lookit at by

"Looked at by"

Pit awa' by

"Put away by"

Fit tae dee - 'n' fit wye, tae

"What to do – and how, too"

Involvement (of a specified role)

Task Sequence

Owned Processes (for a specified job title)

Approved Processes (ditto)

Document Usage Report

(Document or record) *Created by*

(Ditto) *Updated by*

(Ditto) *Referred to by*

(Ditto) *Filed by*

Task Title / Description (what to do and how to do it)

PROJECT COMPLETION CHECKLIST / AUDIT SCHEDULE**Ticketyboo tick list**

"Tick list to provide evidence that everything has been completed (perfectly)"

Jobbie

"A job" (the diminutive "-ie" is often added in the Doric – see also "bitties" below)

"The yin fa should dee't should sign it aff fan it's deen"

"The one who should do it should sign it off when it is done"

Fan it's due

"When it is due"

Fan it wis deen

"When it was done"

Completion Checklist (for a Project)

Project

"The Responsible person should sign off the appropriate task(s) as they are completed."

Due Date

Date Completed

SYSTEM MESSAGES**"The hale jing-bang pit thegither by Promanade"**

"The "whole affair" put together by Promanade"

"A' the fancy bitties copyright MandOS"

"All the fancy bits copyright MandOS"

"Web Site generated by Promanade"

(footer on home page)

"Style, Design, Layout and Symbols

copyright MandOS" (footer on home page)