PROCESS INFORMATION

Sector	Strategic Affairs
Department	Business Excellence & Continuity
Section	Governance

Process ID	Process Name
DCT-SA-BEC-PM-030	Business Process Management
DCT-SA-BEC-PM-031	Business Process Analysis
DCT-SA-BEC-PM-032	Process Improvement
DCT-SA-BEC-PM-033	Audit Program
DCT-SA-BEC-PM-034	QMS Audit
DCT-SA-BEC-PM-035	Corrective Action
DCT-SA-BEC-PM-036	QMS Management Review
DCT-SA-BEC-PM-037	QMS Development and Update
DCT-SA-BEC-PM-038	Certification Facilitation
DCT-SA-BEC-PM-039	Document Management

- I confirm that all activities as per the department's mandate and functional statement are covered by all designed processes.

- I confirm that all business processes listed above will be fully implemented, communicated to relevant stakeholders and department staff, in accordance with the approved design.

- I acknowledge the requirement to periodically review the outputs, outcomes, and performance of the business processes listed above. The results of this review will be officially reported to the Business Excellence & Continuity Department.

- I acknowledge that all improvement actions related to the listed business processes will be coordinated, recorded, and officially reported to the Business Excellence & Continuity Department within agreed-upon timelines.

- I confirm that all processes are in compliance with existing Regulations, Laws, Policies and DOA applicable to the Department and in case of any updates, will communicate with the Business Excellence & Continuity Department.

- A copy of this Implementation Confirmation Form along with the listed business processes will be provided for auditing purposes to any audits (internal, external, and quality audits).

- If there is a desire to automate the listed business processes, they will be shared with the Digital Transformation team, and the Business Excellence & Continuity Department will be notified.

- The Business Excellence & Continuity Department will conduct a Process Compliance Audit periodically on the designed and approved process(es) mentioned above to ensure that processes are being implemented as per the documented workflows.

PROCESS OWNER APPROVALS

Please provide any comments or considerations in the below box

Process Owner / Section Manager		Department Director	
Name	Thomas Watson	**Name**	Abdulla Nasser Alblooshi
Designation	Governance Section Head	**Designation**	Business Excellence & Continuity Department Director
Signature	*[signature]*	**Signature**	*[signature]*
Date	Thomas Watson (Jun 17, 2025 13:01 GMT+4)	**Date**	Abdulla Nasser Mohamed Al Blooshi (Jun 17, 2025 16:02 GMT+4)

Department of Culture And Tourism
Abu Dhabi

PROCESS AND PROCEDURE DOCUMENT

Process Type	Governance Function
Sector	Strategic Affairs Sector
Department / Office	Business Excellence & Continuity
Section	Governance
Main Process	Business Excellence

VERSION : Version 1

TABLE OF CONTENTS

Document Control

Version Control

Version	Date	Author	Reviewer/Approver	Remarks
Version 1	Mar 19, 2025	SIA		

Document Control

1. Glossary of Terms

Term	Definition
There is no connected terms with this process.	

1. Glossary of Terms

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2. Governance (Value Added Chain)

Governance

دائرة الـثـقـافـة والـسـيـاحـة
DEPARTMENT OF CULTURE
AND TOURISM

Last Updated Date: 8 May 2025, 4:48:22 PM
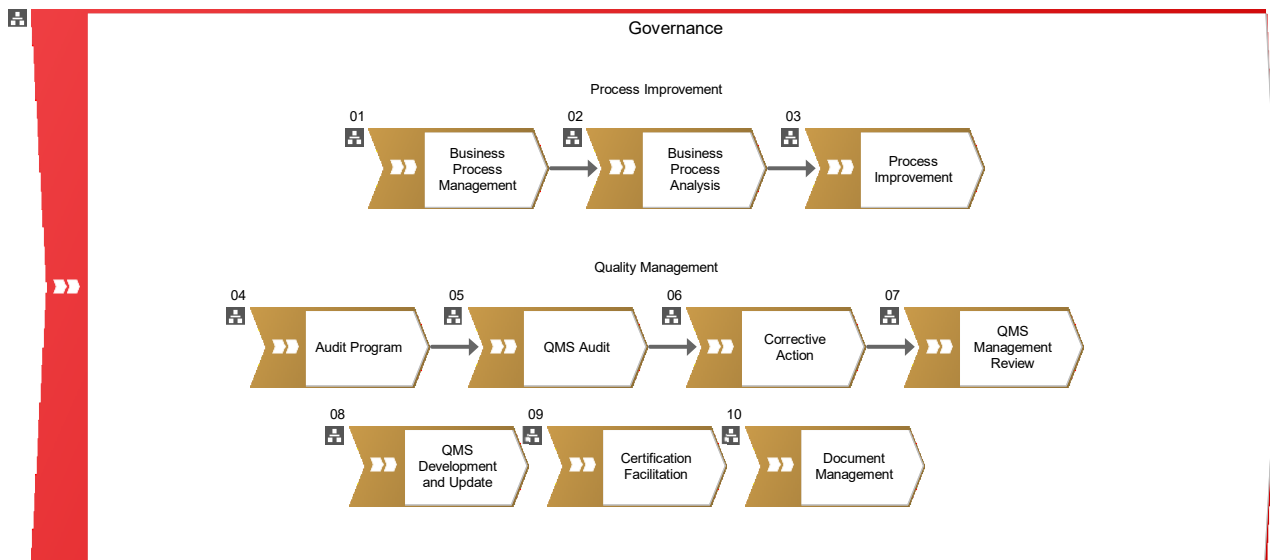
2.1. Business Process Management

2.1.1. Process Information

Process Name	Business Process Management
Process ID #	DCT-SA-BEC-PM-030
Description	The objective of this process is to oversee, map, and continuously document and update DCT's business processes to ensure consistency, alignment, and performance.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is all organizational processes that require documentation and update.
Processing Time	

2.1.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.1.3. Associated Services

#	Service
There are no services linked to this process.	

2.1.4. Key Process Indicators

2.1.5. Process List

2.1.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Request for a process revision - Improvement initiatives implemented - Processes don't exist	-	-	-	-
01	Assess the request requirements - In case "Process revision" process shall proceed with step #02. - In case "New process mapping" process shall proceed with step #08. - In case "Process discontinuation" process shall proceed with step #10.	R - Process Improvement Unit Head R - Process Improvement Senior Specialist	- Process Request Form		N/A
02	Validate process amendment requirements - In case "Process amendment requirements validated" process shall proceed with step #03. - In case "Process amendment requirements not validated" process shall proceed with step #06.	R - Process Improvement Unit Head R - Process Improvement Senior Specialist	- Process Request Form		N/A
03	Amend the processes as requested	R - Process Improvement Senior Specialist			N/A
04	Share the amended process with the process owner for validation - In case "Amended process needs rework" process shall proceed with step #05. - In case "Amended process is approved by the process owner" process shall proceed with step #13.	R - Process Improvement Unit Head			N/A
05	Re-amend the processes as requested	R - Process Improvement Senior Specialist			N/A
06	Request process owner for validation & verification	R - Process Improvement Unit Head R - Process Improvement Senior Specialist			N/A
07	Validate & Verify the process	I - Process Improvement Unit Head			N/A

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
		R - Process owner			
08	Revise the mandates & functional statement related to the process in question	A - Process Improvement Unit Head R - Process Improvement Senior Specialist R - Process owner	- Strategic Objectives - Functional Statement - Previous documented processes or work flows (if available) - Mandates - Organizational Chart	- Value Stream Map	N/A
09	List out key activities	A - Process Improvement Unit Head R - Process Improvement Senior Specialist R - Process owner	- Process Documentation Template - Value Stream Map	- SIPOC Diagram	N/A
10	Validate process discontinuation requirements - In case "Process discontinuation requirements not validated" process shall proceed with step #11. - In case "Process discontinuation requirements validated" process shall proceed with step #13.	R - Process Improvement Unit Head R - Process Improvement Senior Specialist			N/A
11	Request process owner for validation & verification	R - Process Improvement Unit Head R - Process Improvement Senior Specialist			N/A
12	Validate & Verify the process	I - Process Improvement Unit Head R - Process owner			N/A
13	Map the even driven process chain	A - Process Improvement Unit Head R - Process Improvement Senior Specialist	- SIPOC Diagram	- Process Manual draft	- ARIS
14	Extract and share the process manual with the process owner for their review	A - Process Improvement Senior Specialist	- Process Manual draft		- ARIS

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
15	Review the process map - In case "Process manual needs amendment" process shall proceed with step #16. - In case "Process manual approved" process shall proceed with step #17.	R - Process owner	- Process Manual draft		N/A
16	Provide feedback	R - Process owner	- Process Manual draft		N/A
17	Share the process manual with the process owner's section and department head for their review	A - Process Improvement Senior Specialist	- Process Manual draft		N/A
18	Review the process manual - In case "Process manual needs amendment" process shall proceed with step #19. - In case "Process manual approved" process shall proceed with step #20.	R - Process owner Section Head R - Process owner Department Director	- Process Manual draft		N/A
19	Provide feedback	R - Process owner Section Head R - Process owner Department Director	- Process Manual draft		N/A
20	Sign the received process manuals	R - Process owner Section Head R - Process owner Department Director	- Process Manual draft	- Signed Process Manual	N/A
21	Share the signed off process manual with the relevant stakeholders	A - Process Improvement Unit Head R - Process Improvement Senior Specialist	- Signed Process Manual		N/A
End	- Process mapped	-	-	-	-

2.2. Business Process Analysis

2.2.1. Process Information

Process Name	Business Process Analysis
Process ID #	DCT-SA-BEC-PM-031
Description	The objective of this process is to assess and understand existing business processes to identify inefficiencies, gaps, or improvement opportunities.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is all documented processes that require analysis and revision.
Processing Time	

2.2.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.2.3. Associated Services

#	Service
There are no services linked to this process.	

2.2.4. Key Process Indicators

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.2.5. Process List

Business Process Analysis	دائرة الثقافة والسياحة
	DEPARTMENT OF CULTURE AND TOURISM
Last Updated Date: 5 May 2025, 4:09:12 PM	

2.2.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Process owner request - Strategic Directions - Process mapped - Audit findings	-	-	-	-
01	Ascertain Data requirements - After establishing the process description, define what data is required to formulate a solution to the problem. Establish the stakeholders involved including process actors, dependencies, cross-functional elements etc.	R - Process Improvement Unit Head R - Process Improvement Senior Specialist	- Problem Statement	- Stakeholders - Data requirements	N/A
02	Gather required data - Determine the turn around time, SLAs, FTEs, dependancies, stakeholders, quality of deliverables & process output	R - Process Improvement Senior Specialist	- SIPOCs - Agreed process statement - Process Maps (EPCs), & Work flows - Method statements - Gemba Walks - Stakeholders - SOPs - Kai-zen event outcomes - Data requirements - Time and motion studies	- Validated Data Acquired	N/A
03	Define the problem statement	A - Process Improvement Unit Head R - Process Improvement Senior Specialist	- Process Conformance Audit Findings - Internal Audit Findings - Validated Data Acquired	- Agreed problem statement	N/A
04	Evaluate Data and conduct gap analysis - Analyze gathered data through: root cause analysis, blockers, time and motion studies, benchmarks & RVA, NVA, OVA	R - Process Improvement Senior Specialist	- Data gathered	- GAP Analysis	N/A
05	Share the gap analysis with the relevant stakeholders for their review and approval	R - Process Improvement Senior Specialist	- GAP Analysis		N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
		I - Process owner			
06	Review the gap analysis - In case "Gap analysis needs amendment" process shall proceed with step #07. - In case "Gap analysis is approved" process shall proceed to the "Process Improvement" process.	R - Process Improvement Unit Head R - Business Excellence & Continuity Director R - Governance Section Head R - Process owner Section Head R - Process owner Department Director	- GAP Analysis		N/A
07	Provide feedback	R - Process Improvement Unit Head R - Business Excellence & Continuity Director R - Governance Section Head R - Process owner Section Head R - Process owner Department Director	- GAP Analysis		N/A
End	- Feedback provided	-	-	-	-

2.3. Process Improvement

2.3.1. Process Information

Process Name	Process Improvement
Process ID #	DCT-SA-BEC-PM-032
Description	The objective of this process is to identify, assess, and implement enhancements to existing processes to improve efficiency, effectiveness, and alignment with DCT strategic goals.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is all organizational processes that require optimization based on performance data, stakeholder feedback, audit findings, or strategic direction.
Processing Time	

2.3.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.3.3. Associated Services

#	Service
There are no services linked to this process.	

2.3.4. Key Process Indicators

2.3.5. Process List

2.3.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Action requires any change in the process - Gap analysis is approved	-	-	-	-
01	Establish Process Enhancement/Improvement Initiatives	R - Technology focal point A - Process Improvement Unit Head R - Process Improvement Senior Specialist R - Process owner	- GAP Analysis	- Digitization Candidates - Process Enhancement/Improvement Initiatives - SLA establishment initiative - Automation Candidates - Improvement initiatives	N/A
02	Send Improvement initiatives for approval	R - Process Improvement Unit Head R - Process Improvement Senior Specialist I - Process owner Section Head I - Process owner Department Director	- Improvement initiatives		N/A
03	Review the Improvement initiatives - In case "Improvement initiatives need amendment" process shall proceed with step #04. - In case "Improvement initiatives approved" process shall proceed with step #05.	R - Process owner Section Head R - Process owner Department Director	- Improvement initiatives		N/A
04	Provide feedback	R - Process owner Section Head R - Process owner Department Director			N/A
05	Facilitate and support formulation of improvement initiatives - In case "Process Improvement Business Case	R - Process Improvement Unit Head R - Business Excellence &	- Improvement initiatives		N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
	needs amendment" process shall proceed with step #01. - In case "Process Improvement Business Case approved" process shall proceed with step #01.	Continuity Director R - Process Improvement Senior Specialist R - Governance Section Head			
End	- Improvement initiatives implemented	-	-	-	-

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.4. Audit Program

2.4.1. Process Information

Process Name	Audit Program
Process ID #	DCT-SA-BEC-PM-033
Description	The objective of this process is to plan and schedule internal audits in alignment with DCT's annual objectives, risk assessments, and compliance requirements.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is the development and management of the annual audit plan covering all auditable units within the organization.
Processing Time	

2.4.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.4.3. Associated Services

#	Service
There are no services linked to this process.	

2.4.4. Key Process Indicators

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.4.5. Process List

2.4.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Annually	-	-	-	-
01	Identify all departments to be audited, & define the scope of the audit and the resources needed Audit program will include below: - Objectives, scope, criteria, frequency and method - Functions and relevant processes to be audited - Assigned auditors (team leader) for individual audit - Function representatives (auditee) - Month of the audits - Audit Notification Plan	R - Quality Management Senior Specialist R - Quality Management Unit Head	- Previous year audit reports - Special request - Risk Register	- Draft Audit Program	N/A
02	Share the developed audit program with the department director for review -Audit Program also includes: objective of audit, criteria, assigned auditors, etc.	R - Governance Section Head	- Draft Audit Program		N/A
03	Review the audit program - In case "Audit Program needs amendment" process shall proceed with step #04. - In case "Audit Program approved" process shall proceed with step #05.	R - Business Excellence & Continuity Director	- Draft Audit Program		N/A
04	Provide feedback	R - Business Excellence & Continuity Director			N/A
05	Verify whether the audit resources are available or need to be outsourced - In case "Audit needs to be outsourced" process shall proceed to the "Request For Purchasing" process. - In case "Audit can be conducted in-house" process shall proceed with step #06.	R - Governance Section Head R - Quality Management Unit Head	- Approved Audit Program		N/A
06	Initiate the audit plan	R - Quality Management Unit Head	- Approved Audit Program	- Audit Plan	N/A
End	- Audit plan inputs mapped	-	-	-	-

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.5. QMS Audit

2.5.1. Process Information

Process Name	QMS Audit
Process ID #	DCT-SA-BEC-PM-034
Description	The objective of this process is to assess compliance with the Quality Management System (QMS) requirements and identify areas for improvement.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is all departments and functions under the DCT QMS, subject to scheduled or ad-hoc internal audits.
Processing Time	

2.5.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.5.3. Associated Services

#	Service
There are no services linked to this process.	

2.5.4. Key Process Indicators

2.5.5. Process List

2.5.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Audit plan inputs mapped	-	-	-	-
01	Prepare / update QMS audit plan	R - Quality Management Senior Specialist R - Quality Management Unit Head	- Approved Audit Program	- Draft Audit Plan	N/A
02	Inform the relevant department directors and share the plan	R - Business Excellence & Continuity Director R - Governance Section Head	- Draft Audit Plan		N/A
03	Review the audit plan and assign focal points	I - Business Excellence & Continuity Director R - Relevant Department Director	- Audit Plan	- Audit Focal Points	N/A
04	Liaise with the relevant departments to ensure availability and set audit dates	R - Quality Management Senior Specialist I - Audit Focal Points			N/A
05	Conduct QMS Audit This includes: - Conducting opening and closing meeting - Reviewing relevant documents and records - Verify compliance with the quality management system requirements - Maintaining audit notes with objective evidences - Conducting periodic team briefing where appropriate and applicable to ensure clear understanding on roles, responsibilities, activities, resources needed, modification /updates on the audit plan, etc. - The Non-compliances/Non-conformities and/or Observations identified during the audit shall be discussed and agreed with the auditee and/or department head during the closing meeting.	R - Quality Management Senior Specialist			N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
06	Verify the conformance of the actual process with the process manuals available	R - Quality Management Senior Specialist			N/A
07	Prepare QMS audit summary, finalize QMS audit and submit for review QMS Audit Report must contain below in addition to Audit findings: - Audit scope - Audit objectives - Audit details (auditor(s), date of audit and location(s)) - Reference documents - Processes not covered in the audit - Follow-up plan (if any) will be mentioned in the final audit report	R - Quality Management Senior Specialist		- Audit Summary Report	N/A
08	Review the QMS audit summary - In case "QMS audit summary needs amendment" process shall proceed with step #09. - In case "QMS audit summary approved" process shall proceed with step #10.	R - Business Excellence & Continuity Director R - Governance Section Head R - Quality Management Unit Head R - Relevant Department Director	- Audit Summary Report		N/A
09	Provide feedback	R - Business Excellence & Continuity Director R - Relevant Department Director			N/A
10	Share QMS final audit report with relevant stakeholders including Internal Audit	R - Business Excellence & Continuity Director	- Final Audit Report		N/A
End	- QMS audit report shared	-	-	-	-

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.6. Corrective Action

2.6.1. Process Information

Process Name	Corrective Action
Process ID #	DCT-SA-BEC-PM-035
Description	The objective of this process is to initiate and track corrective actions in response to non-conformities, audit findings, or process deviations.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is any identified non-compliance or issue within DCT's operations that requires corrective measures to prevent recurrence.
Processing Time	

2.6.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.6.3. Associated Services

#	Service
There are no services linked to this process.	

2.6.4. Key Process Indicators

2.6.5. Process List

2.6.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- QMS audit report shared	-	-	-	-
01	Review the audit report and identify the nonconformities - In case "Nonconformities found" process shall proceed with step #02. - In case "No nonconformities found" process shall proceed with "QMS Management Review" process.	R - Quality Management Unit Head			N/A
02	Share the QMS review findings / list of non-conformities	R - Quality Management Unit Head			N/A
03	Coordinate with the focal points to initiate the next steps	R - Quality Management Unit Head	- Audit Focal Points		N/A
04	Perform root-cause analysis	R - Relevant Department Auditees I - Relevant Department Director		- Root-cause analysis	N/A
05	Develop corrective /preventive actions to handle non-conformities	R - Relevant Department Auditees	- Root-cause analysis	- Corrective /preventive actions	N/A
06	Review and approve the proposed corrective / preventive actions - In case "Proposed measures are not approved" process shall proceed with step #04. - In case "Proposed measures are approved" process shall proceed with step #07.	R - Quality Management Senior Specialist R - Quality Management Unit Head	- Corrective /preventive actions		N/A
07	Implement corrective / preventive actions - In case "No changes required in the process" process shall proceed with step #08. - In case "Action requires any change in the process" process shall proceed with "Process Improvement" process.	R - Relevant Department Auditees A - Relevant Department Director	- Corrective /preventive actions		N/A
08	Send an update on the actions taken in regards to the non-conformities	R - Audit Focal Points	- Corrective /preventive actions	- Corrective /preventive actions outcomes	N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
09	Verify all non-conformities are closed - In case "Non-conformities are not closed" process shall proceed with step #04. - In case "Non-conformities are closed" process shall proceed to "QMS Management Review" process.	R - Quality Management Senior Specialist R - Quality Management Unit Head	- Corrective /preventive actions outcomes		N/A
End		-	-	-	-

2.7. QMS Management Review

2.7.1. Process Information

Process Name	QMS Management Review
Process ID #	DCT-SA-BEC-PM-036
Description	The objective of this process is to review the effectiveness and performance of the QMS and ensure it remains suitable, adequate, and aligned with strategic goals.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is a periodic evaluation conducted by senior management, covering QMS performance indicators, audit results, customer feedback, and improvement actions.
Processing Time	

2.7.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.7.3. Associated Services

#	Service
There are no services linked to this process.	

2.7.4. Key Process Indicators

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.7.5. Process List

QMS Management Review

DEPARTMENT OF CULTURE AND TOURISM
دائرة الثقافة والسياحة

Last Updated Date: 8 May 2025, 4:46:08 PM

2.7.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Management Review Meeting planned - Non-conformities are closed - MRM Presentation needs amendment	-	-	-	-
01	Contact respective process owners and collect all of the relevant data - This includes: - The status of actions from previous management reviews - Changes in external and internal context/issues that could affect the management system - Information on the performance and effectiveness of the quality management system, including trends in: o Customer satisfaction (including appeals and complaints) o Feedback from relevant interested parties (including clients and employees) o The extent to which objectives have been met o Process performance and conformity of products and services o Nonconformities, corrective and preventive actions o Monitoring and measurement results o Internal and external audits results o The performance of external providers - The adequacy of resources - The effectiveness of actions taken to address risks and opportunities - Opportunities for improvement	R - Quality and Service Management Lead R - Relevant Department Employee	- Corrective /preventive actions outcomes		N/A
02	Prepare Management Review Presentation with all MRM inputs	R - Relevant Department Employee R - Quality Management Unit Head	- Corrective /preventive actions outcomes	- MRM Presentation	N/A

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
03	Share the MRM presentation with the relevant stakeholders for review	R - Relevant Department Employee R - Quality Management Unit Head	- MRM Presentation		N/A
04	Review the MRM presentation - In case "MRM Presentation needs amendment" process shall proceed with step #01. - In case "MRM Presentation approved" process shall proceed with step #05.	R - Business Excellence & Continuity Director R - Governance Section Head R - Relevant Department Director	- MRM Presentation		N/A
05	Send out invites with time and date for the review	R - Relevant Department Employee R - Quality Management Unit Head			N/A
06	Attend the QMS Management Review Meeting	R - Relevant Department Employee R - Process Improvement Unit Head R - Business Excellence & Continuity Director R - Governance Section Head R - Quality Management Unit Head R - Relevant Department Director	- MRM Presentation		N/A
07	Identify the required decisions and actions as needed, including timelines and responsibilities	R - Business Excellence & Continuity Director R - Relevant Department Director	- MRM Presentation	- MRM Action Plan	N/A
08	Prepare Minutes of Meetings for Management Review Meeting	R - Quality Management Unit Head R - Relevant Department Employee		- MRM Minutes of Meeting	N/A
09	Send minutes of meeting and action plan to the Business Excellence Department for their review	R - Quality Management Unit Head	- MRM Action Plan - MRM Minutes of		N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
		R - Relevant Department Employee	Meeting		
10	Review the MRM minutes of meeting and action plan - In case "MRM minutes of meeting and action plan need amendment" process shall proceed with step #08. - In case "MRM minutes of meeting and action plan approved" process shall proceed with step #11.	R - Business Excellence & Continuity Director R - Governance Section Head R - Relevant Department Director	- MRM Action Plan - MRM Minutes of Meeting		N/A
11	Send the MRM minutes of meeting and action plan to the relevant stakeholders	R - Quality Management Unit Head R - Relevant Department Employee	- MRM Action Plan - MRM Minutes of Meeting		N/A
End	- Management review meeting conducted	-	-	-	-

2.8. QMS Development and Update

2.8.1. Process Information

Process Name	QMS Development and Update
Process ID #	DCT-SA-BEC-PM-037
Description	The objective of this process is to develop, maintain, and update the QMS framework to meet evolving standards, regulations, and organizational needs.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is the design, documentation, and continual enhancement of QMS elements, including policies, procedures, and process standards across DCT.
Processing Time	

2.8.2. Associated Forms

#	Document Name	Retention Period	Retained By
DCT-SA-BEC-F-003	QMS Manual	5 Years	Governance Section Head

2.8.3. Associated Services

#	Service
There are no services linked to this process.	

2.8.4. Key Process Indicators

2.8.5. Process List

2.8.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Periodically	-	-	-	-
01	Identify the new and updated quality regulations or standards that DCT needs to comply with	R - Quality Management Senior Specialist R - Quality Management Unit Head	- QMS standard requirements - Legal requirements		N/A
02	Develop / update policies, procedures & guidelines for QMS activities in line with required standards	R - Quality Management Senior Specialist R - Quality Management Unit Head			N/A
03	Develop/ update the QMS manual as per required standards and seek approval	R - Quality Management Senior Specialist R - Quality Management Unit Head		- QMS Manual	N/A
04	Check whether a new process needs to be developed to comply with the QMS manual - In case "Processes exist" process shall proceed with step #05. - In case "Processes don't exist" process shall proceed to the "Business Process Management" process.	R - Quality Management Senior Specialist R - Quality Management Unit Head			N/A
05	Share the QMS manual with the Section Head & Director for their review	R - Quality Management Unit Head	- QMS Manual		N/A
06	Review and approve the QMS manual - In case "QMS manual needs amendment" process shall proceed with step #07. - In case "QMS manual approved" process shall proceed with step #08.	R - Business Excellence & Continuity Director R - Governance Section Head	- QMS Manual		N/A
07	Provide feedback	R - Business Excellence & Continuity Director R - Governance Section Head			N/A

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
08	Forward the approved QMS manual to all concerned stakeholders if required	R - Quality Management Unit Head	- QMS Manual		N/A
End	- Approved QMS manual forwarded to stakeholders	-	-	-	-

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.9. Certification Facilitation

2.9.1. Process Information

Process Name	Certification Facilitation
Process ID #	DCT-SA-BEC-PM-038
Description	The objective of this process is to support the organization in achieving and maintaining external quality or excellence certifications.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is the coordination of efforts between departments and certification bodies to fulfill certification requirements and manage related assessments.
Processing Time	

2.9.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.9.3. Associated Services

#	Service
There are no services linked to this process.	

2.9.4. Key Process Indicators

2.9.5. Process List

2.9.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Need identified for certification/ accreditation	-	-	-	-
01	Send a request to acquire a certain quality certification	R - Requester	- Certification/ accreditation requirements - Certification/ accreditation reason	- Certification/ accreditation request	N/A
02	Validate the request - Invalid requests are out of Quality Management's scope - In case "Invalid request for a certification/ accreditation" process shall proceed with step #03. - In case "Valid request for a certification/ accreditation" process shall proceed with step #05.	R - Quality Management Unit Head	- Certification/ accreditation request		N/A
03	Inform requestor with rejection	R - Quality Management Unit Head			N/A
04	Inform requestor if there are more relevant certification/ accreditation	R - Quality Management Unit Head			N/A
05	Review the standard requirements of the certification	R - Requester R - Quality Management Unit Head	- Certification/ accreditation requirements		N/A
06	Review current practices, documentation, and compliance levels	R - Quality Management Unit Head			N/A
07	Identify required improvements or developments	R - Quality Management Unit Head			N/A
08	Prepare a action plan to address gaps and meet requirements	R - Quality Management Unit Head		- Action plan	N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
09	Define roles, responsibilities, timelines, and resources	R - Quality Management Unit Head	- Action plan	- Detailed action plan	N/A
10	Communicate action plan & expectations to relevant departments	R - Quality Management Unit Head	- Detailed action plan		N/A
11	Establish a task force	R - Requester			N/A
12	Support units in implementing necessary process improvements, documentation, and training	R - Quality Management Unit Head			N/A
13	Monitor progress against the action plan	R - Quality Management Unit Head			N/A
14	Select Certification Body	R - Requester R - Quality Management Unit Head			N/A
15	Liaise with the selected certification body	R - Requester R - Quality Management Unit Head			N/A
16	Coordinate contract finalization and scheduling of audit	R - Requester			N/A

17	Conduct stage one and stage two audits
	- In case "External auditor shared findings to be closed before awarding the certification" process shall proceed to "Corrective Action" process, after the Corrective action process:
	  - In case "No follow-up audit needed" process shall proceed with step #18.
	  - In case "Follow-up audit needed" process shall proceed with step #17.
	- In case "External auditor approved to award the certification" process shall
		R - External Auditor			N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
	proceed with step #18.				
18	Receive and archive the certification	R - Requester R - Quality Management Unit Head			N/A
End	- Certificate Awarded	-	-	-	-

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.10. Document Management

2.10.1. Process Information

Process Name	Document Management
Process ID #	DCT-SA-BEC-PM-039
Description	The objective of this process is to manage the creation, review, approval, storage, and control of organizational documents to ensure accessibility, accuracy, and compliance.
Process Owner	Governance Section Head
Applicability	This process is applicable to DCT Corporate.
Scope	The scope of this process is all quality and operational documents across DCT that require structured control and lifecycle management within the document management system.
Processing Time	

2.10.2. Associated Forms

#	Document Name	Retention Period	Retained By
There are no associated forms linked to this process.			

2.10.3. Associated Services

#	Service
There are no services linked to this process.	

2.10.4. Key Process Indicators

2.10.5. Process List

Document Management

دائرة الثقافة والسياحة
DEPARTMENT OF CULTURE
AND TOURISM

Last Updated Date: 9 May 2025, 1:53:34 PM

Periodically or as needed

01 Inform all respective Department Directors to appoint a Document Controller for their department — Responsible → Business Excellence & Continuity Director

02 Appoint the respective Document Controller within their department — Responsible → Relevant Department Director

03 Provide Training to Document Controllers — Responsible → Quality Management Unit Head

04 Inform all respective Departments' Document Controllers to develop/ update the master list of the Documents — Responsible → Quality Management Unit Head

Document controllers to develop the master list

X

05 Develop/update the Master list of the documents — Responsible → Document Controller

06 Review the Master list of documents and provide feedback (if any) — Responsible → Quality Management Unit Head

X

Master list of documents needs amendment

Master list of documents approved

07 Assess whether there needs to be action taken regarding the documents on the master list — Responsible → Quality Management Unit Head

X

Process remapping required

No action to be taken

Process improvement required

Business Process Management

Process Improvement

Remapping conducted

X

08 Maintain the native copy of the approved document(s) under access-controlled folder — Responsible → Document Controller

Process improvement conducted

Native copy maintained

X

09 Update Master list of Documents as applicable (in case of new of revised document/process) — Responsible → Document Controller

10 Review relevant department's Master List of Documents and provide feedback

X

Master list of documents needs amendment

Master list of documents approved

11 Retain all QMS Documents (once obsolete) for 5 years (minimum) or as per any applicable legal or other requirement — Responsible → Document Controller

12 Dispose obsolete QMS Documents after completing the retention period — Responsible → Document Controller

QMS documents shared with all relevant stakeholders and Master List of documents is updated

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

2.10.6. Process Procedure Statements

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
Start	- Periodically or as needed	-	-	-	-
01	Inform all respective Department Directors to appoint a Document Controller for their department	R - Business Excellence & Continuity Director			N/A
02	Appoint the respective Document Controller within their department - This also include explaining the set responsibilities of the respective Department Document Controller	R - Relevant Department Director			N/A
03	Provide Training to Document Controllers - Training will cover Control of Documents, including Document Numbering Guidelines	R - Quality Management Unit Head			N/A
04	Inform all respective Departments' Document Controllers to develop/ update the master list of the Documents	R - Quality Management Unit Head			N/A
05	Develop\update the Master list of the documents - Coordinating with the teams as per the developed or updated documents/processes and templates. - Version numbering shall be numeric: 1 at the first approved issue, followed by 2, 3, 4 at subsequent revisions and the date of the revision shall be identified on all documents. - All revision details in the form of Version number are indicated either on 1st page of QMS Document(s) or in header/footer (in case of a Policy, form/template or any other single page document). - For revisions; where there is a minor change in the text of a line(s) or paragraph(s) this is indicated by underlining of the changed text and change in version no. to next number. (E.g. version 1 to version 2).	R - Document Controller			N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
	- However, where a complete revision and reissue of QMS Document is made, only version number is changed (increased) and no underline is done to highlight changes. - Updates/improvements in forms / formats are indicated by version number only, irrespective of major or minor change(s). - All changes in documents will be reflected in Document Change log by Departmental Document Controller. - All Documents will be developed Documents Templates/ Templates Layout, (Policy, QMS Manual, Procedures/Process Manuals, Forms (Word, Excel)) based on DCT Branding Guidelines set by Brand Section. Note: 1. Requester will be responsible for the content of the document. 2. For any type of development or revision of any QMS documents and Business processes; Respective Department to notify/inform/ update BEC Director/ Governance Section Head on regular basis.				
06	Review the Master list of documents and provide feedback (if any) - In case "Master list of documents needs amendment" process shall proceed with step #05. - In case "Master list of documents approved" process shall proceed with step #07.	R - Quality Management Unit Head			N/A
07	Assess whether there needs to be action taken regarding the documents on the master list - In case "Process remapping required" process shall proceed to the "Business Process Management" Process.	R - Quality Management Unit Head			N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
	- In case "Process improvement required" process shall proceed to the "Process Improvement" Process. - In case "No action to be taken" process shall proceed with step #08.				
08	Maintain the native copy of the approved document(s) under access-controlled folder	R - Document Controller			N/A
09	Update Master list of Documents as applicable (in case of new of revised document/process) - Document numbering sequence will follow below structure: 'DCT-Sector Code-Department Code-Document Code-3 Digit Sequential Number' § Example: Policy of Business Excellence Continuity Department will be referred as: DCT-SA-BEC-PY-001 - All documents will start with DCT to indicate the organization as the source of documents, followed by specific information as defined below - Sector-Dept. Coding will be used after indicating the source for each document - Sector - Department coding will be followed by document type. Codes for QMS Documents are as follow: § Policy: PY § Management System Manual: MSM § Procedure / Process Manual: PM § Work Instruction: WI § Template/Form: F § Circular: CIR § Letter: LT § Memorandum: MEM § Playbook: PB § Report: R	R - Document Controller			N/A

#	Procedure Statement	Responsibility	Inputs	Outputs	Application
	- Document Serial Number will consist of three (003) digits, which is according to the relevant sequential order generated.				
	- In case where a document exists in more than one language version, the document will be assigned with new document number(s) as per each language version. To identify the language version, the respective Document Controller will specify the document language in the Document Control form and the Document Name should mention EN for English and AR for Arabic. § Example: QMS Document Numbering – EN, QMS Document Numbering – AR				
10	Review relevant department's Master List of Documents and provide feedback - In case "Master list of documents needs amendment" process shall proceed with step #09. - In case "Master list of documents approved" process shall proceed with step #11.	N/A			N/A
11	Retain all QMS Documents (once obsolete) for 5 years (minimum) or as per any applicable legal or other requirement	R - Document Controller			N/A
12	Dispose obsolete QMS Documents after completing the retention period	R - Document Controller			N/A
End	- QMS documents shared with all relevant stakeholders and Master List of documents is updated	-	-	-	-

3. ARIS REFERENCE

For better understanding of ARIS Models and Objectives, please follow the below table:

3.1. MODEL SYMBOLS

Symbol Graphic	NAME	DESCRIPTION
	Human task	This object is used to define the sequential flow of process steps that is done manually without the system intervention.
	Automated task	This object is used to define the sequential flow of process steps that is related to system managing a process step on its own without human intervention.
	Event	This object is used to define events & decisions (triggers) that happens within the process.
	Process interface	This object is used to define the inter-related processes within the process itself.
	Role	This object is used to define the individual involved in RACI matrix of process steps.
	Group	This object is used to define the group of people (committee for example) involved in RACI matrix of process steps.
	File	This object is used to define the forms and templates that have a reference number.
	Document	This object is used to define the filled forms, filled templates and any other documents (doesn`t have a reference number).
	Electronic document	This object is used to define a document that is electronically generated from a system.
	Information carrier	This object is used to define the notifications and receipts generated from completing a process step.
	Application System Type	This object is used to define the application system used to execute a process step.
	XOR rule	This object is to define a case (gateway) where one option will happen only.
	OR rule	This object is to define a case (gateway) where one option or both can happen.
	AND rule	This object is to define a case (gateway) where all options will happen.

L0:   *Governance Function*
L1:   *Business Excellence*
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Process Confirmation Form

L0:   *Governance Function*
L1:   *Business Excellence*
L2:   *Governance*

Process Confirmation Form

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