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| **PROCESS MANAGEMENT ASSESSMENT TOOL** | | | |
| **Key Elements** | **Description** | **Assessment** | |
|  |  | **1** Not Used | **4**  Used throughout the process |
| **1. Customer Insight**  1  2  3  4 | What the customer values has been translated into process output measures. Assess the knowledge of who the customer is and what they value. |  | |
| **2. Process Understanding**  1  2  3  4 | The process is mapped to visually document the end to end flow of product or service. Critical elements of the process are value stream mapped. |  | |
| **3. Process Owner**  1  2  3  4 | It is clear who has end-to-end accountability and authority for the process. There is a single point of accountability for processes that cross functional lines. |  | |
| **4. Measures**  1  2  3  4 | The key results measures and the critical process measures are identified, tracked, and analyzed. Process measures should reflect insight into the critical X’s that drive the outputs. Measurement consistency has been confirmed via MSAs. There is clear alignment of these measures with Strategy. |  | |
| **5. Acting on Variation**  1  2  3  4 | The process is managed using knowledge of variation (i.e.: SPC). Special causes are problem solved to maintain results. Improvements needed to common cause variation (e.g.: increase the average) are identified and pursued using the appropriate improvement method (e.g.: DMAIC). |  | |
| **6. Standardization**  1  2  3  4 | Standard work is applied to the critical work steps. This is used as part of special cause problem solving. A method exists and is frequently used to update the standard work. Job training is included in this element. |  | |
| **7. Reviews**  1  2  3  4 | Process review meetings occur daily at the operating level. Results and action lists are reviewed and new actions identified. These meetings roll up to second and third tiers so that there is reinforcement of accountability, shared learning, and coordination of resources. |  | |