

PROCESS MANAGEMENT ASSESSMENT TOOL

Key Elements	Description	Assessment			
		1 Not Used	2	3	4 Used Throughout the Process
1. Customer Insight	What the customer values has been translated into process output measures. Knowledge of who the customer is and what they value is assessed.	1	2	3	4
2. Process Understanding	The process is mapped to visually document the end-to-end flow of products or services. Critical elements of the process are value stream mapped.	1	2	3	4
3. Process Owner	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.	1	2	3	4
4. Measures	Key results measures and critical process measures are identified, tracked and analyzed. Process measures should reflect insight into the critical Xs that drive the outputs. Measurement consistency has been confirmed via MSAs. There is clear alignment of these measures with strategy.	1	2	3	4
5. Acting on Variation	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).	1	2	3	4
6. Standardization	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.	1	2	3	4
7. Reviews	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.	1	2	3	4