***Process Assessment Worksheet***

*“A worksheet to assess a given process to form the basis for improvement of that process”*

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|  **Process Title**:  |  |
| Organization Name:  |  |
| Functional Area:  |  |
| Preparer:  |  |
| Preparer Contact Info:  |  |
| Date:  |  |
|  |  |
|  |  |

***Instructions****: Identify a team to review a process. As a team, read each question, pick the closest true response(s), add any desired comments, define any improvement actions and identify if this is a priority potential change. Work toward consensus and where that is not possible, capture any differences of opinion. When appropriate, have other stakeholders review the completed worksheet and make comments or approvals. Use the resulting worksheet contents to develop specific improvement actions with accountabilities and due dates.*

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| **Assessment Questions*****“The Environment”*** | Responses | Comments or Specific Change Needed or Question to be Answered | Check if Priority Change |
|  |  |  |  |
| 1. **The Environment**
 |  |  |  |
| * 1. **Work Repeatability – Process Feasibility**
 | ***Check One*** |  |  |
| * + 1. The area of work where this process exists has clear repeatable tasks making a process feasible.
 |[ ]   |[ ]
| * + 1. The area of work where this process exists has some level of repeatable work allowing a general or high level or a tailorable process to be of value.
 |[ ]   |  |
| * + 1. The respective area of work is not considered sufficiently repeatable to make a process of value.
 |[ ]   |  |
| * 1. **The Organization Environment – Process Acceptance**
 | ***Check One*** |  |  |
| * + 1. The organization strongly supports an appropriate and effective level of structure including defined processes
 |[ ]   |[ ]
| * + 1. The organization usually supports a level of structure where it is needed
 |[ ]   |  |
| * + 1. The organization is hesitant to develop and implement much in the way of structure
 |[ ]   |  |
| * + 1. The organization is structure adverse
 |[ ]   |  |
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| **Assessment Questions*****“The Process”*** | Responses | Comments or Specific Change Needed or Question to be Answered | Check if Priority Change |
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| 1. **The Process**
 |  |  |  |
| * 1. **Process Status**
 | ***Check One*** |  |  |
| * + 1. A process exists and the process is good, no modifications are needed
 |[ ]   | [ ]   |
| * + 1. A process exists and needs minor improvement
 |[ ]   |  |
| * + 1. A process exists and needs major improvement
 |[ ]   |  |
| * + 1. No process really exists and one is needed
 |[ ]   |  |
| * 1. **Process Documentation, Training and Support**
 | ***Check Any That Apply*** |  |  |
| * + 1. Process documentation, training and support for process implementation exists and is adequate
 |[ ]   |  |
| * + 1. Process documentation needs to be put in place or existing documentation needs improvement
 |[ ]   |[ ]
| * + 1. Process training is needed or improvements to existing training is needed
 |[ ]   |[ ]
| * + 1. Process support (ex: On-Call Experts) is needed or improvements to existing support is needed
 |[ ]   |[ ]
|  |  |  |  |
| 1. **Tools and Systems** – *Templates / Forms / Checklists and Automated Systems That Support Process Performance*
 | ***Check One*** |  |  |
| * 1. Tools and automated systems are adequate and sufficient to support effective process performance
 |[ ]   |[ ]
| * 1. Tools and/or automated systems are not fully sufficient and need improvement to support this process
 |[ ]   |  |
| * 1. Tools and/or automated systems are primarily non-existent and are needed to support this process
 |[ ]   |  |
| * 1. Tools and/or automated systems are not needed for this process
 |[ ]   |  |
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| **Assessment Questions*****“Roles, Skills and Interface Handoffs”*** | Responses | Comments or Specific Change Needed or Question to be Answered | Check if Priority Change |
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| 1. **Roles, Skills and Interface Handoffs**
 |  |  |  |
| * 1. **Assigned Process Roles**
 | ***Check One*** |  |  |
| * + 1. Roles for process steps are sufficiently defined, documented, understood, accepted and followed
 |[ ]   |[ ]
| * + 1. Process role definitions exist but roles are not really understood or accepted or followed
 |[ ]   |  |
| * + 1. Process role definitions do not really exist
 |[ ]   |  |
| * + 1. Other (insert status)
 |[ ]   |  |
| * 1. **Skills for Process Performance**
 | ***Check Any That Apply*** |  |  |
| * + 1. Sufficient skills exist to perform the process
 |[ ]   |  |
| * + 1. Skills to perform the process vary significantly each time the process is performed
 |[ ]   |[ ]
| * + 1. Skills to perform the process are known and skill improvements are needed
 |[ ]   |[ ]
| * + 1. Skills to perform the process are not well known
 |[ ]   |[ ]
| * 1. **Process Steps Interface Handoffs** – *Handoff of work products from one process step to another*
 | ***Check One*** |  |  |
| * + 1. Handoffs of work products within the process is sufficiently defined and is working adequately
 |[ ]   |[ ]
| * + 1. Handoffs of work products within the process is defined but need minor improvements
 |[ ]   |  |
| * + 1. Handoffs of work products within the process is defined but need significant improvements
 |[ ]   |  |
| * + 1. Handoffs of work products within the process is not sufficiently defined
 |[ ]   |  |
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| **Assessment Questions*****“Process Enhancements”*** | Responses | Comments or Specific Change Needed or Question to be Answered | Check if Priority Change |
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| 1. **Process Enhancements** *– This process works and we want it to function “Faster / Better / Cheaper” (Lean / Six Sigma / Cost Savings / etc.)*
 | ***Check Any That Apply*** |  |  |
| * 1. The existing process is being performed as fast as we can expect, with adequate quality and with acceptable costs
 |[ ]   |  |
| * 1. We need to make the process execute faster
 |[ ]   |[ ]
| * 1. We need to make the process produce higher quality process outputs
 |[ ]   |[ ]
| * 1. We need to make process execute at lower costs
 |[ ]   |[ ]
| * 1. We need to make the following other improvement (s) to this process; \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |[ ]   |[ ]
| **Assessment Questions*****“Process Deficiencies”*** | Responses | Comments or Specific Change Needed or Question to be Answered | Check if Priority Change |
|  |  |  |  |
| 1. **Process Deficiencies** *– This Process is Failing and We Need to Fix It*
 | ***Check Any That Apply*** |  |  |
| * 1. Standards or expectations exist for the execution of this process and all standards or expectations are met
 |[ ]   |  |
| * 1. This process has deficiencies related to the quality of resulting work products
 |[ ]   |[ ]
| * 1. This process has deficiencies related to the speed of process execution
 |[ ]   |[ ]
| * 1. This process has deficiencies related to the costs of process execution
 |[ ]   |[ ]
| * 1. This process has other deficiencies related to \_\_\_\_\_\_\_\_\_\_\_\_
 |[ ]   |[ ]
| **Assessment Questions*****“<< Add Your Own Category>>”*** | Responses | Comments or Specific Change Needed or Question to be Answered | Check if Priority Change |
|  |  |  |  |
| 1. **xx** *– xx*
 | ***Check Any That Apply*** |  |  |
| * 1. xx
 |[ ]   |  |
| * 1. xx
 |[ ]   |[ ]
| * 1. xx
 |[ ]   |[ ]
| * 1. xx
 |[ ]   |[ ]
| * 1. xx
 |[ ]   |[ ]
|  |  |  |  |
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| **Additional Comments / Recommendations / Actions Needed** |