Process

Process Description:

Customer (the direct recipient or beneficiary of the process output):

Process initiation (the process starts when this happens):

Process completion (the process is complete when this happens):

Requirements

What
What does the customer want or the regulation require?

How
How does the customer want it? How is it required to be done or produced?

When
Does the customer want it or is it required to be done or produced?

Measures

Customer Satisfaction / Compliance
Do customers report they are getting what they want/need? Does the process comply with the regulation?

Metric/s	Target/s	Source/s

Volume
How many requests do we receive? How many do we process?

Metric/s	Target/s	Source/s

Quality
How many errors occur? How often do errors occur?

Metric/s	Target/s	Source/s

Attitude
Do we treat customers the way they want to be treated?

Metric/s	Target/s	Source/s

Efficiency
How many requests do we process per staff member?

Metric/s	Target/s	Source/s

Processing Time
How long does the process take? How often do we meet customer requirements for processing speed?

Metric/s	Target/s	Source/s