

## Tools for MEDIUM Businesses

Level 2 Question: Are our key processes documented, efficient and able to deliver a high quality output?

<b>Title</b>	Process evaluation tool
<b>Why</b>	Well defined processes becomes critical in order to be able to onboard people and get them productive fast. They are also crucial if you are considering establishing a subsidiary or outsource parts of your business.
<b>What</b>	A process evaluation tool gives you a high-level overview of critical features of your key processes. This allows you to delegate responsibility for your processes into your organization and then have them report on process efficiency via the process evaluation tool.
<b>How</b>	Take departure in your Process overview created earlier (see level 1 tool 4. Process overview).  <ol style="list-style-type: none"><li>1. List all key processes using the template below</li><li>2. Evaluate the following 4 elements on a score form 1-5 (5being highest)</li><li>3. Description, has a process description been made?</li><li>4. Communication, Has it been communicated/handed over to the operators of the process?</li><li>5. Compliance, Are they operating the process in accordance with the description?</li><li>6. Outcomes, does the process deliver the desired/expected outcomes.</li></ol>
<b>Template</b>	See next page

Score below from 1-5, where 5 is best

	<b>Description</b>	<b>Communication</b>	<b>Compliance</b>	<b>Outcomes</b>	<b>Total score</b>
Process	Has a process description been made?	Are the process users aware of process description and trained in the process ?	Is the process description used as a basis for operating the process?	Does the process deliver the desired outcomes? ou	
Sales					
Order processing					
Scheduling					
Pre-assembly					
Assempbly					
Dispatch					
Invoiceing					
Etc..					