

## I-4 Process Capability Self-Assessment

Question	Column 1	Column 2
1. Have you reorganized recently to better serve customers but not much has changed regarding customer service satisfaction?	Yes	No
2. Is the company's strategy changing your fundamental operations or just generating special projects?	Special Projects	Fundamental operations
3. Do you use data from customers and internal operations as the primary driver for decision-making?	No	Yes
4. Have you tried to make improvements in the company but have not seen the results you wanted?	Yes	No
5. Do you have customer complaints that are hard to resolve?	Yes	No
6. Does work involve more paper documents and complexity than necessary?	Yes	No
7. Have external regulations been incorporated into the work processes so they are smooth and easy to satisfy?	No	Yes
8. Are handoffs between employees and groups frequently the source of errors, confusion, or friction?	Yes	No
9. Can new employees quickly perform their primary tasks, as the company prefers them to be performed?	No	Yes
10. Are you able to incorporate consistent processes as you grow into new regions and globally?	No	Yes
11. Are employees pushing for clarifying individual roles or forming natural work groups?	Clarifying individual roles	Natural work groups
12. Are executives prioritizing work in their own division first before projects that benefit the company as a whole?	Yes	No
13. Is the most common first response to an error to ask "who made that mistake?" or "what went wrong?"	Who made that mistake?	What went wrong?
14. Do leaders provide answers to work problems or coach employees and teams to find answers on their own?	Leaders provide answers	Leaders coach employees
15. Does the company value the ability to analyze problems as much as it values domain expertise?	No	Yes