

## **Checklist: 12 questions to identify ways to get your business processes more repeatable, sustainable and scalable.**

We have listed below 12 questions to look at your current business processes and help you identify rapidly opportunities to make them more mature.

*Each “yes” is 1 point. Doing this is usually easier if you think about a specific process rather than staying at higher level. Also, having done this a fair bit, it is better to have some core processes at 12 points rather than all at only about 3 points...*

1. Is everyone - involved in the process - able to explain what the process is about? (why, what and how?)
2. Will the process continue to deliver its benefits if the process lead(s) are removed from it today?
3. Do you measure the process efficiency? (using KPIs such as attendance, completion on time, resources used, etc.)
4. Is the process documented and not deprecated? (think about SIPOC diagram, RACI matrix, swim lane diagram, ...)
5. Is it clear which part(s) of the process are non-negotiable and needs to happen in a specific way and which one(s) are left to the local business needs or individuals?
6. Is there a clear threshold mechanisms to empower decision making at the right level and limit escalation?
7. Is there any consequences (positive or negative) if the process does not happen at all or not according to the standard(s)?
8. Is everyone involved in the process able to see and understand what happened/is happening?
9. Is there a regular review of the process to identify improvements and stay relevant to the latest business needs?

10. Will the business process continue working if you replace someone by another team member (with similar skills)?

11. Are the low value added activities of the work process automated?

12. What if you simply stop doing your business process, do you know who would shout at you?

Score:

- If you have less than 3 points: good news, you are at the beginning, you can only progress, aim for at least 6 points within 6 months.
- If you have 3 to 6 points: some foundations are secured, focus on adding at least 1 point every quarter. Your progression over the next 12 months will be incredible.
- If you have 6 to 9 points: well done, don't stop here, much more to go at! Careful by the time you fix new points you may be losing points elsewhere!
- More than 12 points: maybe it's time to excel and go to 12? Or maybe your best to focus on additional business processes that you have not assessed yet?