

Process Objectives Evaluation

Process _____

Owner _____

Key Stakeholders

Suppliers _____

Customers _____

Others _____

Purpose

To _____

in a way that _____

so that _____

that can be measured by _____

Beginning of process _____

End of process _____

Key activities (begin each with a verb)

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Key measures

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Process Objectives Evaluation

Objective Statements

To WHAT the process is to achieve

in a way that HOW the process is to be achieved

so that WHY the process is required

that can be measured by MEASUREMENT

Examples of Objective Statements

To provide cost information for the marketing request in a way that identifies cost components and total estimate so that management can approve or deny proceeding with the project that can be measured by timeliness of information (within 10 days), comparability to like projects, proximity to actual costs.

To fix an aircraft right the first time strategy in a way that fixes are accomplished within the set turnaround and problems do not recur within 200 hours so that reliability improves, costs are reduced and mechanic performance can be recognized that can be measured for FORI (reliability).