

Process Maturity Checklist

Process Name: _____ Date _____

Maturity Level 0 - 5: _____ Process Owner: _____

When all boxes for each Process Maturity Level are checked, your process is at that level. We use only whole numbers to describe process maturity – e.g., 1 or 2 but not 1.5 or 2.5. Update the maturity level of each process quarterly and provide the information to your company's Continuous Improvement Coordinator.

1 Process Identified and Owner Assigned to Continuously Improve It

- A process owner has been trained and assigned.
- The major steps in the process are documented using a high-level value stream map, deployment flowchart, process flowchart, or other form of documentation indicating sequence and job role involvement.
- The start and end of the process are defined.
- Requirements of each customer are listed.
- Requirements for each supplier are listed.
- The specific outputs have been identified, including products, services, and information.

2 Process is Documented to the Work Instruction Level

- Visual work instructions are dated, posted in the work area, and if necessary in multiple languages.
- Documents are in a revision control system.
- Job aids like checklists and visual diagrams are included where appropriate.
- Corrective and/or preventive action plans are included in work instructions delineating what to do when something out of the ordinary occurs.

3 Process is Standardized and has Certified Trainers.

- Anyone with a role in the process has been trained using the work instructions.
- Training has been completed for those working in the process.
- Everyone performs the process in accordance with work instructions.
- Proper tools and job aids are utilized.
- Corrective action plans are followed.
- A qualified or certified trainer has been assigned to support the process as appropriate.
- The process owner periodically audits to assure the process is being performed as indicated by standard work documents.

4 Process is under Control and is Measured and Analyzed using Data

- Process measurements are routinely collected and accessible in the work area.
- Process measurements are used to manage the process and trigger improvement activities when needed.
- Process is stable and in statistical control – special causes of variation (random, unpredictable) have been eliminated.
- Process capability has been statistically established to meet requirements.
- Six Sigma techniques are employed where applicable.

5 Improvement Trends over Time are Evident

- World-class benchmark comparisons are used to evaluate the effectiveness of the process.
- Defect rates are continuously decreasing and compare favorably with industry benchmarks
- Key indicators show positive trends of improvement.