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 owner for 1.1.4 and the Quarterly Reporting Process.

❶   **THE PROCESS HAS BEEN IDENTIFIED, DEFINED, AND HAS AN OWNER**

☐   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, SIPOC worksheet or other form of documentation indicating sequence of steps, supplier and customer for each step, and input and outputs requirements for each step.

❷   **THE PROCESS HAS BEEN DOCUMENTED TO THE WORK INSTRUCTION LEVEL**

☐   Work instructions are up-to-date for each process step that can be standardized and suitable for training others.
☐   Work instructions are revision-controlled.
☐   Job aids like checklists, agendas, and visual diagrams are referenced by the work instructions.
☐   Corrective and/or preventive action steps are included in work instructions.

❸   **PROCESS HAS CERTIFIED TRAINERS AND IS STANDARDIZED**

☐   A qualified or certified trainer has been assigned to support the process.
☐   Those with a role in the process have been trained and certified using the work instructions and there is a current training record documenting the training and certification dates.
☐   Everyone performs the process in accordance with work instructions.
☐   Proper tools and job aids are utilized.
☐   Corrective action plans are followed.
☐   The process owner periodically audits the process.

❹   **PROCESS IS UNDER PROCESS CONTROL, IS ANALYZED AND IMPROVED USING DATA**

☐   A process control plan has been documented.
☐   Process measurements are routinely collected and accessible in the work area.
☐   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.

❺   **THE PROCESS SHOWS CONTINUOUS POSITIVE TRENDS AND BENCHMARKS WORLD-CLASS**

☐   World-class benchmark comparisons are used to evaluate the overall performance of the process.
☐   Performance continuously improving and compares favorably with world-class benchmarks.