

STANDARDIZED WORK							
ets Process Control System Checklist							
Elements	Checkpoints	Rating					Comments
		5	4	3	2	1	
Description (Approach)	1. The process has a name.						
	2. The process customers are listed.						
	3. The process purpose is listed						
	4. The process owner is listed.						
	5. The critical customer requirement(s) is listed.						
	6. A process flowchart, or detailed procedure, has been developed which shows the process flow, key decisions, primary participants, and where the process starts and ends.						
P & Q Measures (Approach)	7. End of process outcomes (Q) measures have been identified which represent the appropriate outcome dimensions of quality, cost and timeliness.						
	8. In-process (P) measures have been identified which have been determined to be drivers of the Q measures.						
	9. The current sigma level or DPMO is listed for the Qs.						
	For each Q and P measure listed:						
	10. The measure is properly named and numbered.						
	11. The measure has a control limit or specification target.						
	12. The checking item or method for calculating performance is shown						
	13. The frequency for updating the measure's performance is noted.						
	14. Responsibility for checking the measure is shown.						
Training & Replication (Deployment)	15. Contingency plans for addressing performance issues for the measure are shown.						
	16. Process-related training materials correspond with the latest version of the PCS.						
	17. All applicable employees have been trained to perform their roles in the process.						
	18. Responsibility for periodic monitoring is in place to ensure employees comply with the process requirements.						
	19. The process has been replicated where applicable.						
Overall	20. The Process Control System (PCS) is approved by an appropriate level of authority.						
	21. The PCS is dated to represent the current version being used.						
	22. The PCS shows the latest revision number.						
	23. The date of the last revision is shown.						
	24. Prior revisions of the process and its control system are available.						
	25. The PCS is accessible by applicable employees.						

Rating Legend:

- 5 = Checkpoint Fully Satisfied
- 4 = Meets Most Criteria of Checkpoint
- 3 = Meets Minimal Requirements of Checkpoint
- 2 = Checkpoint Somewhat/Partially Satisfied
- 1 = Checkpoint Minimally Addressed
- 0 = Checkpoint Not Addressed

TOTAL POINTS	
AVERAGE	

(Average = Total Points ÷ 25)

ets Facilitator: _____	Date: _____
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Organization Signoff: _____	Date: _____
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