

Learning about our process:

What are we doing now?

How do we do it?

What are the major steps in the process?

Who is involved?

What do they do?

What is being done well?

What could be done better?

How long does this process take now?

Is it efficient? Is there variation in the process? Is our process stable?

Are we doing the right things, the right way?

Are we consistent?

What is the cost?

What is the trend over time? Are we meeting our goals?

