**Process Measurements Worksheet**

Measurements provide the basis for understanding your current state, and you will use these to verify that concrete improvement has taken place in the future.

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| **Inputs** | * How much/how often is this process used?
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| **Resources** | * How much time does it take?
* How much does it cost?
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| **Activities** | * How many steps are required?
* How many people are involved?
* How many decision points are there?
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| **Controls** | * How many errors happen and how often?
* How many delays happen and how often?
* How many layers of approval are required?
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| **Outputs** | * How much is produced and how is the quality?
* How well/often does it meet expected outcomes?
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