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