DOWNLOAD FOR MODULE 11 · FINAL EXERCISE

Checklist process map and process sheets: 12 criteria

Mature (2) · almost (1) · not yet (0). The sum becomes a percentage score.

No.	Criterion (mature = 2)	Almost (1)	Not yet (0)	Pts.
1	Map on one page, three bands, customer on the left and right, status and approval by management	Partly	Missing	
2	Only processes that exist; those that do not apply deleted (deletion list)	Some template processes	Template set	
3	Value creation processes in your own words (ticket, site, installation …)	Partly	Language of the standard	
4	Outsourced processes marked “external” on the map, with short sheet	Partly	Do not appear	
5	One sheet per box, one page, with status	Some missing	None exist	
6	One owner per process (function); the quality manager does not own value creation processes	Gaps	Nobody / everything the quality manager	
7	One KPI per process with target, source and person measuring, from existing systems	Partly	None	
8	Step table with one record per step and “what to do if”	Partly	Running text	
9	The KPIs are in the management review (chapter 2)	Partly	No	
10	Risk analysis with “process” column	Partly	No	
11	Interface table for the five critical handovers	Started	Missing	
12	The map is on display; employees know their process and their owner	Partly	No	

Evaluation

Sum: _____ / 24 · Score = sum ÷ 24 × 100 %: _____ · Date / initials: _____

Score	Result	What to do
85 % to 100 %	Ready for the audit (21 points or more)	Maintain; annual review
70 % to 84 %	Fair	Correct the criteria with 0 or 1 before the audit
below 70 %	Insufficient (fewer than 17 points)	Corrective action: redo the map first

These documents were created with AI support. The contents are reviewed by the project manager.

Annual maintenance per process owner (15 minutes per sheet)

	Check point
☐	Are the steps still correct (new software, new supplier, new service)?
☐	Is the record created at every step? Checked on the last case.
☐	Is the KPI measured, is it in the management review, is the target still appropriate?
☐	Are the risks and opportunities of the process up to date?
☐	Changes via the three steps of control of documented information; status in the document list

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