## Diagnostic Questions to Understand As Is Process

- 1. People
- 2. Process
- 3. Technology
- 4. Measurement
- 5. Culture
- 6. Externalities

## Business Results to Align to Process Improvements

- 1. Revenue
- 2. Cost
- 3. Quality
- 4. Time
- 5. Productivity
- 6. Employee Engagement
- 7. Customer Satisfaction
- 8. Business Risk