

Figure 3.9. Process or Task Performance Worksheet

| 1. Process | 2. Purpose or reason | 3. Resources required | 4. Cost | 5. Criteria | | | | | 6. Comments |
|------------------------------------|------------------------------------------------------------|-----------------------------------------|---------------------------------|-------------|---|---|---|---|-----------------------------------------------------------------------------------------------------------|
| | | | | D | E | N | V | U | |
| Coursework storyboarding | To establish a storyboard for course content-given content | Scot's time, PC, SW, SME content & time | EQ, Bdlg, Time- est. by project | 1 | 3 | 5 | 5 | 4 | EQ=PC costs amortized SW=Software Bdlg=facilities costs Not well-documented process, would help. |
| Exam development | Placement of objectives into exam for assessment | Scot's time, PC, SW, list of objectives | EQ, Bdlg, Time- est. by project | 2 | 4 | 5 | 5 | 5 | Could be documented-may help efficiency. |
| Training presentation | Classroom presentation | Scot's time, PC, SW, course | EQ, Time- est. by project | 3 | 4 | 5 | 5 | 5 | Fairly standard process, varies a little by audience. |
| Content procurement-interview SMEs | To obtain new content for training courses | Scot's time, PC, SW, SME's time | EQ, Time- est. by project | 2 | 3 | 5 | 5 | 3 | Could benefit from well-documented process. Would be easier except for scheduling problems. |
| Training doc maintenance | Updating existing content | Scot's time, PC, SW, course | EQ, Bdlg, Time- est. by project | 1 | 4 | 5 | 5 | 5 | Not easily documented but does not hinder efficiency much. |
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1. What is the process or task you are evaluating?
2. Why is it done? Whose need does it meet?
3. How many resources does it take? How many people or what percentage of time is dedicated to or involved in this process or task?
4. What does it cost to perform this process or task in terms of dollars, time, or resources?
5. Ask each of your colleagues or key customers to independently rate the process or task according to the following criteria (add criteria to meet your needs). Use a Likert scale (1 being very positive, 5 being very negative, and 3 being noncommittal or indifferent) or some other scale.
 - How well is the process or task described or documented? (D)
 - How efficient is the process? (E)
 - How well does it meet customer or department needs? (N)
 - How much value does the customer or department gain from this process or task? (V)
 - How easy is this process or task to use or do? (U)
6. Add any other comments. Based on everyone's understanding of the process or task, which ones are worthy of improving?