

Process Improvement Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Think about the named process during the past month. Answer only about steps you have used. Do not include customer details or other people's names.

1. During the past month, how often did you use this process?

- ☐ Not at all
- ☐ Once
- ☐ A few times
- ☐ About weekly
- ☐ Most working days

2. How clear was the next step when work reached you?

- ☐ Very unclear
- ☐ Somewhat unclear
- ☐ Neither clear nor unclear
- ☐ Somewhat clear
- ☐ Very clear
- ☐ Not applicable

3. How often did the process stop while you waited for something?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always
- ☐ Not applicable

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4. What was the main obstacle?

- ☐ Missing information
- ☐ Waiting for approval
- ☐ Tool limitations
- ☐ Unclear ownership
- ☐ Repeated work
- ☐ Another obstacle
- ☐ No obstacle
- ☐ Not sure

5. Which step created the most difficulty?

6. What change would make that step easier?

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7. What currently works well and should stay?
