

# Process Maturity Scorecard

Version 1.1 – 2 February 2016 – By Adam Fitton ([www.adamfitton.com](http://www.adamfitton.com))

## How to use this Scorecard

25% 50% 75% 100%



Ask the Attribute Questions and give a rating by ticking the appropriate box, starting at level 1.

- If ALL attributes in a level are at least 75% (3<sup>rd</sup> Box) the maturity level is achieved.

- If ALL attributes in a level are at least 100% (4<sup>th</sup> Box), you may move onto the next level.

**Remember that process maturity is not a measure of performance, but rather how reliable and sustainable a process is.**

## Process Name/Description

Attribute	Attribute Questions	Rating
<b>Level 1 - Initial</b>		
<b>Process Performance</b>	<i>Does the process actually achieve its intended purpose?</i>	□□□□ ✓↓
<b>Level 2 - Managed</b>		
<b>Performance Management</b>	<i>Do you track and monitor the process? Is someone identified as responsible for the process? Do you know what information/resources you need to perform the process?</i>	□□□□ ✓↓
<b>Work Product Management</b>	<i>Is the process output/outcome defined? (e.g. document template) Are process products identified and controlled? Are products/outcomes reviewed?</i>	□□□□ ✓↓
<b>Level 3 - Standardised</b>		
<b>Process Definition</b>	<i>Is there a standard process defined for conducting the process? Is the sequence of steps and interactions defined? Are there defined competencies (skills) required to perform the role?</i>	□□□□ ✓↓
<b>Process Deployment</b>	<i>Is the process used throughout the organization? Are required roles, responsibilities and authorities defined and communicated? Is the required infrastructure available for the process?</i>	□□□□ ✓↓
<b>Level 4 - Predictable</b>		
<b>Process Measurement</b>	<i>Is the process measured? Is the measurement and frequency of measurement defined? Is the process measurements compared to business goals? Are limits of variation defined in the process performance and outcomes?</i>	□□□□ ✓↓
<b>Process Control</b>	<i>Are corrective actions taken to address causes of variance? Are control limits redefined after corrective actions have been taken?</i>	□□□□ ✓↓
<b>Level 5 - Optimizing</b>		
<b>Process Innovation</b>	<i>Are process improvement goals defined? Are improvements identified and implemented from new technology and process concepts?</i>	□□□□ ✓
<b>Process Optimization</b>	<i>Is the effectiveness of any process change evaluated against the requirements?</i>	□□□□ ✓



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