Note: Best Practices apply to all categories.

**Internal Information Flow:**

* Format
* Available/Timely
* Accurate
* Relevant
* Complete
* Redundant

**Technology Enablers:**

* Level of Automation
* Applications Consistent with
* IT Strategy
* Interfaces
* Redundant Systems
* Infrastructure

***4. Technology***

*Scale shows*

*ranking:*

0 is poor,

5 is excellent

 = Current

 Assessment

 = Target Value

**Y**

**Overall**

**Assessment**

***3. Inputs & Outputs***

**Outputs:**

* Automated/Format
* Customers
* Timely
* Quality/Accuracy
* Benchmarks

**Collaboration & Coordination:**

* Coordination (Requests, Promises
* Assessments, & Assertions)
* Incentives Aligned
* Skills & Abilities

**Organization:**

* Activity Fractionalization
* Approval Levels
* Appropriate Structure
* Process Ownership

***2. People***

**Cost:**

* Personnel
* Systems
* Quality/Rework
* Benchmarks

**Process Flow & Value Add:**

* Physical flow
* Critical Path & Capacity
* % Non-Necessary, Non-Value Add
* % Necessary, Non-Value Add
* % Value Add
* Benchmarks

***1. Efficiency***

**5**

**4**

**3**

**2**

**1**

**0**

**Inputs:**

* Automated/Format
* Sources/Suppliers
* Timely
* Quality/Accuracy

**Metrics:**

* Process Control Metrics
* Output/Measurement Metrics
* Timeliness

**Time:**

* Cycle Time
* Variance/Reliability
* Delays/Queues
* Time Horizons/Frequency
* Benchmarks

***5. Measures***