

## Assessing Opportunity for Productivity Improvements

What Might Be Impeding Our Productivity?	Impact On Our Business? (None, Medium, High)	Improvement Steps We Could Take?
Employees don't fully understand the work process, lack training		
Employees lack experience in working the process		
Lack of access to or existence of training materials		
Process itself not optimal, i.e.: too many steps and/or too complex		
Employees feel unhealthy performance pressure, distracting their focus		
Employees fear making mistakes, work slower to avoid repercussion		
Employees not consistently following the process		
Confusion related to process ownership (entire process or parts of)		
Time spent correcting prior work – rework		
Lacking the necessary enabling systems/tools to optimize the process		
Not enough people/resources to work the process		
Slow decision making impedes progress (at some or all process steps)		
Ineffective team communication through the process		
Unclear or ineffective goals for employees working the process		