

AREA VISIT PROCESS ADVISOR WORKSHEET

Area Visit Location:

Date:

1. PROCESS TITLE & DESCRIPTION (State the title and the purpose of the process)

2. PROCESS OWNER:

NAME:

CODE:

**TELEPHONE
NUMBERS COMM:**

DSN:

3. PROCESS ADVISOR:

NAME:

CODE:

**TELEPHONE
NUMBERS COMM:**

DSN:

4. CUSTOMER (Identify who the customers are of the process; who benefits from the products/service:

5. PROCESS OWNER EXPLANATION OF THE PROCESS: (Allow the process owner to explain the process to you before you begin process review and walk through. What is the process?)

6. OUTPUT OF THE PROCESS (When the process is complete, what is the product?)

7. FINDINGS FROM PROCESS ADVISOR AND OWNER OF THE PROCESS (Flowchart and Walk Through):

a. Is the process too complex? If so, explain. Do you see things like:

(1) Are there unnecessary "chops" to catch errors?

(2) Wait loops (points at which the process stalls awaiting action or input, frequently not depicted on flowcharts)?

(3) Are there redundant steps (people or things in the process that have to go to the same place more than once)?

b. What action have you already taken to simplify the process?

c. How are you monitoring this process?

AREA VISIT PROCESS ADVISOR WORKSHEET (cont.)

(1) What is being measured?
(2) How is it being measured (unit of measure, frequency of measurement)?
(3) Why is it being measured?
(4) What does the data tell you? Are you consistently achieving the desired output?
(5) What actions are being taken as a result?
d. Is the process being performed by more than one person in the command? If so, is it being performed in the same manner? If not, explain.
e. Did the flowchart accurately depict the process? If not explain.
8. GOVERNING REGULATIONS:
a. What requirement governs this process?
b. Does your process comply with that requirement?
c. Have you achieved that compliance in the most efficient manner?
9. FEEDBACK FOR NETC (What could NETC do to improve the efficiency and quality of this process?)
10. RECOMMENDATIONS (Compliance or simplification):
11. NOTEWORTHY COMMENTS: