



Government
Division
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Center for Quality Standards in Government

Self-Evaluation Assessment: Process Maturity

ASQ/ANSI G1: Standard for Evaluating the Quality of Government Operations and Services

Prepared By:	
Report Date:	

Organization Name and Unit Name:	
Process Reviewed:	

Criteria Maturity Scoring

Standard Process	
<input type="checkbox"/>	Level 0
<input type="checkbox"/>	Level 1
<input type="checkbox"/>	Level 2
<input type="checkbox"/>	Level 3
<input type="checkbox"/>	Level 4
<input type="checkbox"/>	Level 5

Measurements	
<input type="checkbox"/>	Level 0
<input type="checkbox"/>	Level 1
<input type="checkbox"/>	Level 2
<input type="checkbox"/>	Level 3
<input type="checkbox"/>	Level 4
<input type="checkbox"/>	Level 5

Process Improvement/ Employee Empowerment	
<input type="checkbox"/>	Level 0
<input type="checkbox"/>	Level 1
<input type="checkbox"/>	Level 2
<input type="checkbox"/>	Level 3
<input type="checkbox"/>	Level 4
<input type="checkbox"/>	Level 5

Summary Notes:	
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Instructions

Whether your organization has been working on implementing ASQ/ANSI G1 for some time, you are new to ASQ/ANSI G1, or somewhere in between, this self-evaluation can help you determine your organization's performance levels under the three criteria for process maturity under ASQ/ANSI G1. Although not a substitute for going through the formal validation review process offered by the Center for Quality Standards in Government, this self-evaluation assessment will allow your organization to evaluate its likely process maturity level.

The optimal use of this self-evaluation is to have an ASQ/ANSI G1 Designated Examiner in your organization lead the process. Alternatively, a staff member with training in quality or program audits and who has read ASQ/ANSI G1 is a potential option. Either way, your evaluator team should include at least two people who have sufficient separation of duties from the process owner(s).

This self-evaluation can be conducted at any point; however, we recommend having at least six months of a gap between using this self-evaluation to allow the organization time to adapt to any changes implemented following the prior self-evaluation.

To use the self-evaluation, your evaluator team should review the criteria and identify what documentation exists to support satisfaction of the criteria. Compiling this documentation as part of the self-evaluation not only shows whether you can “prove” something is occurring, but it also helps you begin to prepare your materials should you decide to proceed with the formal validation review process.

After reviewing the criteria in each of the four areas, tally the number of “True” responses and assign the appropriate maturity level based on the listed score ranges. The maturity level should then be transferred to the first page of this report to capture the final maturity levels for each of the three areas. Although this self-evaluation does not assign an overall score, a process's overall maturity level is the lowest score level in any category.

Using your final scores in each category in conjunction with the criteria that received “False” responses is an effective way to identify where and how your process needs additional maturation. Consider your “False” responses—including items that should be “True” but for a lack of documentation—your roadmap and action plan going forward.

Please note that your scoring on this self-evaluation is no substitute for the formal validation review process and a self-evaluation score is no guarantee that your system will receive the same maturity level as part of the formal validation review process.

Please feel free to reach out to the Center for Quality Standards in Government for any questions or assistance with using this self-evaluation tool (as well as any constructive feedback on how we can improve this tool). Visit our website at <http://www.qualitygovernment.org>.

A. Standard Process

Effective government processes are documented, integrate defined customer and stakeholder requirements, include regular performance reporting and risk analysis, and are designed for efficiency. Overall, well-defined and standardized processes can be reviewed and evaluated and can provide measures of their quality performance.

Criteria	True	False	Notes
1. The work unit is focused on its key process. The importance of the process is recognized and regularly discussed with employees			
2. The key process has some support documentation even if not fully detailed.			
3. The key process and resulting outputs conform to expectations of the organization's governing authorities.			
4. A process flowchart or a procedure describing the key process flow exists and is current and complete.			
5. There is evidence that process defining documents are known and referenced in regular operations by employees involved with the process.			
6. Process management is known and visible in the workgroup through a scorecard or regular results reporting.			
7. Process performance is part of periodic review by this organizational unit.			
8. Measurable customer and stakeholder requirements have been embedded in the process design, and they are an ongoing part of regular operational review and process quality assurance.			
9. Risks to successful execution of the process are analyzed and managed on a regular basis.			
10. The overall process flow and all its defined tasks are established at an auditable level, with task methods and outputs defined, so results can be checked at the task level.			
11. Risk analysis and management is practiced at the task level.			

Total Section True Answers	Score Range	Standard Process
	0-2	<input type="checkbox"/> Level 0
	3-4	<input type="checkbox"/> Level 1
	5-6	<input type="checkbox"/> Level 2
	7-8	<input type="checkbox"/> Level 3
	9-10	<input type="checkbox"/> Level 4
	11	<input type="checkbox"/> Level 5

B. Measurements

Effective government processes have documented objectives and measurable output requirements and can be measured at critical decision points. Through the tracking of performance indicators, management can determine whether a process is stable and performing within acceptable control limits.

Criteria	True	False	Notes
1. Within the operational unit, there is a clear, common standard of good performance in the key process.			
2. The operational unit knows its customer or process design and service delivery expectations.			
3. One or more process measures have been established, with associated performance requirements that have been validated through direct communication with customers or a logical path to a legislative mandate, administrative requirement, or professional standard.			
4. There is ongoing tracking and reporting of one or more process measures, including at least one quality output measure and one in process measure such as cycle time or rework.			
5. There is current and ongoing tracking of process results.			
6. Documented key process measures include more than two leading and lagging measures of process excellence.			
7. Regular reports of process measures compare current performance with customer and process design requirements, and performance meets or exceeds all measured requirements.			
8. There is a comprehensive measurement scorecard that includes a group of leading and lagging measures that conform to key tasks of process flow and to a best practices operational plan.			

Criteria	True	False	Notes
9. The measurement scorecard includes actual performance compared to established target performance standards or goals. Any variances between actual and target performance goals are examined.			
10. There are established supplier input requirements that are part of a regular process performance reporting.			
11. The comprehensive measurement scorecard is periodically updated and made available to all staff to reflect current operations.			
12. Key process measures exist at multiple leading quality assurance points within the defined process.			
13. A mature set of key process measures is in place and show the process is stable and performing within control limits.			
14. Supplier management results have shown at least one cycle of improvement, and inputs meet or exceed process design requirements.			
15. Measures are periodically checked for competitive comparisons or benchmark organizations, and process results meet or exceed those comparison measures.			

Total Section True Answers	Score Range	Goal Directedness Through Measures and Feedback Score
	0-1	<input type="checkbox"/> Level 0
	2-4	<input type="checkbox"/> Level 1
	5-6	<input type="checkbox"/> Level 2
	7-11	<input type="checkbox"/> Level 3
	12-14	<input type="checkbox"/> Level 4
	15	<input type="checkbox"/> Level 5

C. Process Improvement/Employee Empowerment

Effective government processes involve and empower employees—particularly front-line employees—to follow identified best practices and to identify opportunities to improve the quality of the process. Employees working on a process regularly review feedback on customer service and quality, use continuous improvement methods and tools to enhance process quality, and are involved in regular process improvement efforts.

Criteria	True	False	Notes
1. Process support documentation includes some procedures, templates, and related job descriptions.			
2. The process workflow is traceable to current job descriptions and the goals of front-line employees.			
3. The operational unit is aware of the principles of continuous quality improvement and an interest in preventing rework and error.			
4. The operational unit regularly discusses the sources of error and rework, and the unit implements feasible solutions and improvements when practical.			
5. There is evidence of some periodic team participation in the validation and streamlining of process flow, such as at regular meetings.			
6. The unit can show that training and materials regarding continuous quality improvement are known to front-line employees.			
7. A visible and fact-based structure for process review and problem solving is in place and includes front-line employees. Regular meetings for this purpose are held.			
8. At least one focused cycle of analysis and improvement of the process is documented.			
9. Employees are regularly included in process continuous improvement, using an established structured analysis and improvement model.			
10. Two or more process improvement cycles have been conducted, including front-line employees and subject matter experts, and using an established problem-solving structure. Results of problem-solving cycles are published and visible in the unit.			
11. Employees regularly participate in process improvement teams or exercises.			
12. There is visible evidence of the process design that employees are aware of, and that is used as a primary method of its oversight and control.			

Criteria	True	False	Notes
13. There is evidence of the use of a team-based and structured continuous improvement methodology over at least three cycles or 18-months. The results of these achievements are published and visible to front-line employees.			
14. There is evidence of continuous systematic improvement and achievement of a high level of performance based on competitive comparison or benchmark results.			

Total Section True Answers	Score Range	Process Improvement/ Employee Empowerment
	0-3	<input type="checkbox"/> Level 0
	4-5	<input type="checkbox"/> Level 1
	6-7	<input type="checkbox"/> Level 2
	8-9	<input type="checkbox"/> Level 3
	10-13	<input type="checkbox"/> Level 4
	14	<input type="checkbox"/> Level 5