Process Management Maturity Matrix

LEVEL		ASSESSMENT CRITERIA					
		Activities	**Metrics**	**Ownership**	**Connections**	**Improvement**	**Changes**
Improved	5	Processes/activities are continually improved	Metrics are altered as necessary to identify new opportunities. Leading metrics are used where feasible.	Process owners place high value on ensuring that all employees have ownership of processes	Internal customers & suppliers work together on improvement projects	Processes have been continually improved in line with business objectives and desired outcomes.	The method for changing processes is continually upgraded to provide rapid and effective response to changing needs.
Managed	4	Processes activities are reviewed for acceptable performance	Metrics are reviewed regularly to provide feedback and improve	Process owners regularly discuss process performance with team members	Discussions between internal customers & suppliers have resulted in process changes	Process improvement is regularly carried out, but may not impact business performance.	Process changes are evaluated, validated and documented.
Standardized	3	Processes are documented and personnel trained to it	Standard metrics are in place for most processes, but do not impact performance	An owner has been identified for most processes	Regular feedback exists between internal customers & suppliers	A standard process improvement methodology exists	A process for reviewing and approving process changes exists
Repeated	2	Personnel try to replicate actions each time	Processes are measured when there are problems	Individuals are responsible for certain portions of processes	Discussions occur between members of related processes when there are problems	Attempts are made to improve processes when there are significant problems	Sketchy records are kept of process changes
Unmanaged	1	Processes are carried out as each person sees fit	Performance of processes is not measured	Anyone or no one may claim to own a process.	Interconnection of processes has not been discussed	Processes are seldom improved	Anyone can make a process change