1. Who owns the process?
2. What is the SIPOC of the process?
   1. Supplier
   2. Input
   3. Purpose
   4. Output
   5. Customer
3. Who is the main customer of the process?
4. What work takes place within the process?
5. Who contributes to the process?
6. How does technology fit into the process?
7. To what standards must the process comply?
   1. Regulations?
   2. Industry standards?
   3. Internal, corporate minimum requirements?
8. What activities of the process are wasteful?
9. How is the process measured and monitored?
10. How do we identify effectiveness and efficiency in the process?
11. Where are there areas to improve the effectiveness and efficiency of the process?
12. Where does the process fit?
13. What is the improvement plan for this process?